

FIG. 1

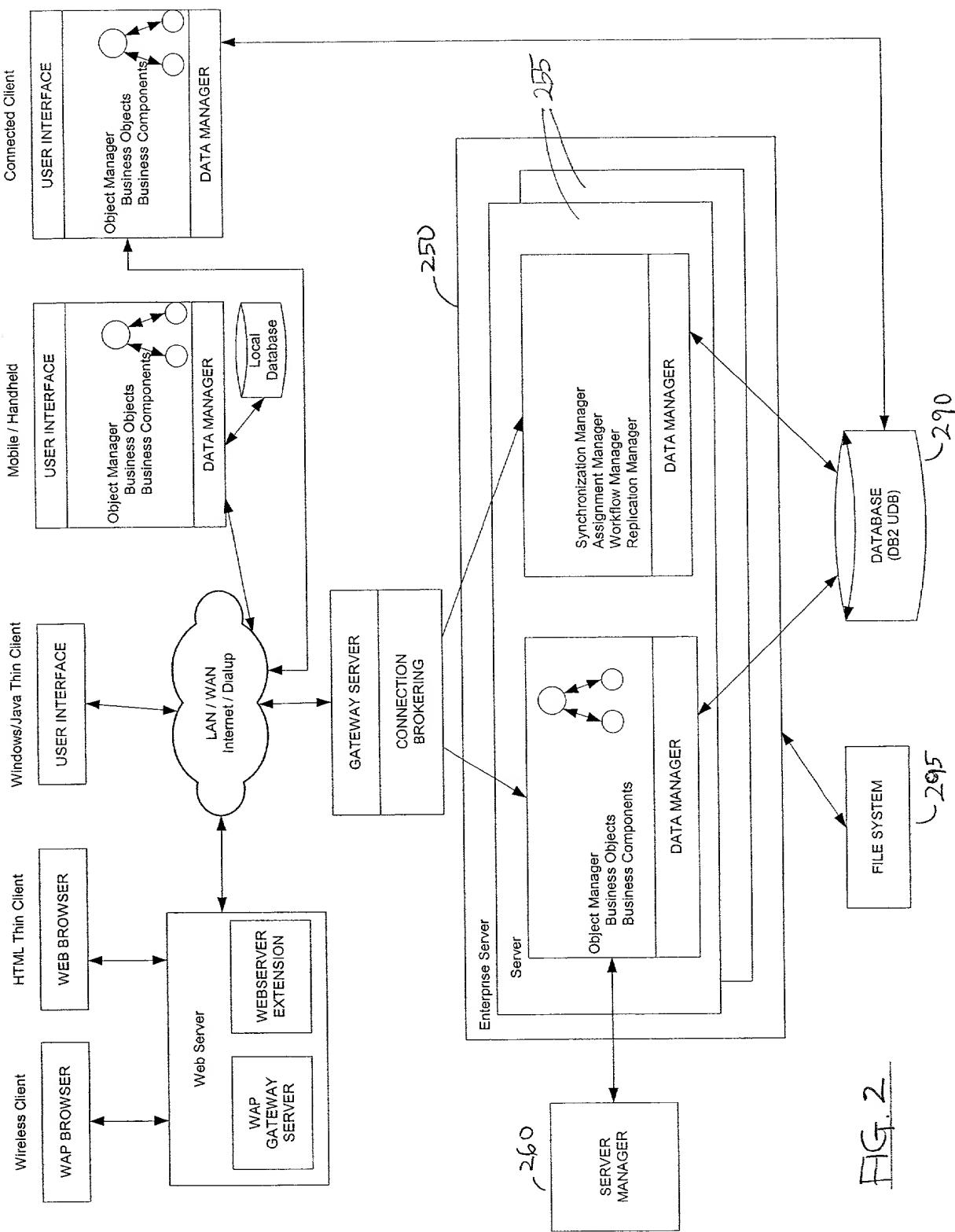


FIG. 2

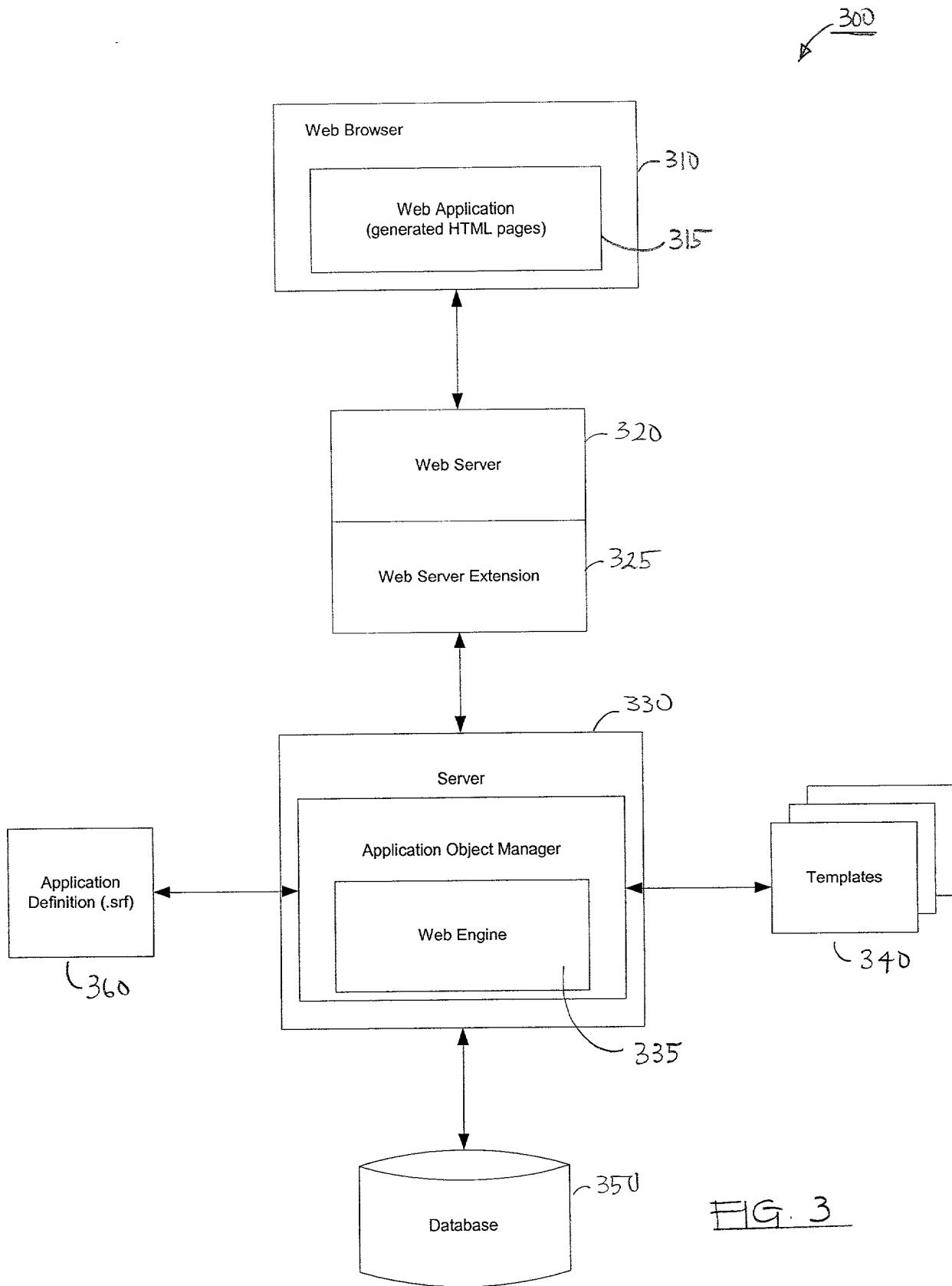


FIG. 3

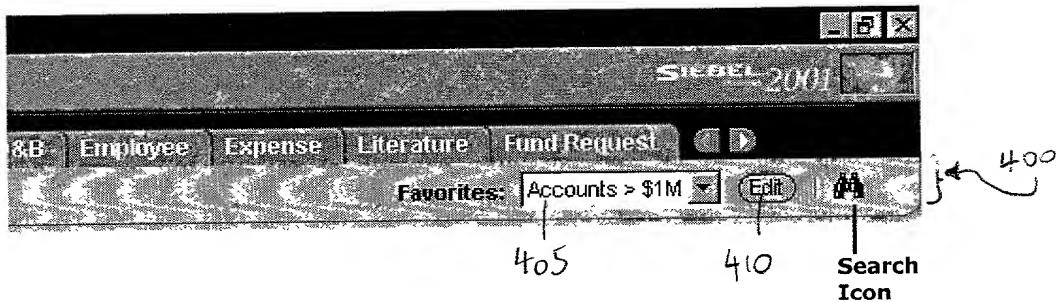


FIG. 4

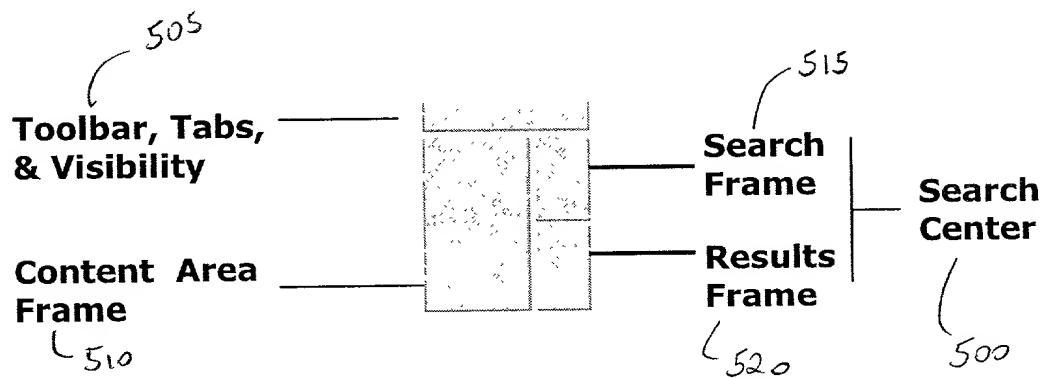


FIG. 5

600 605 610 615 620 625

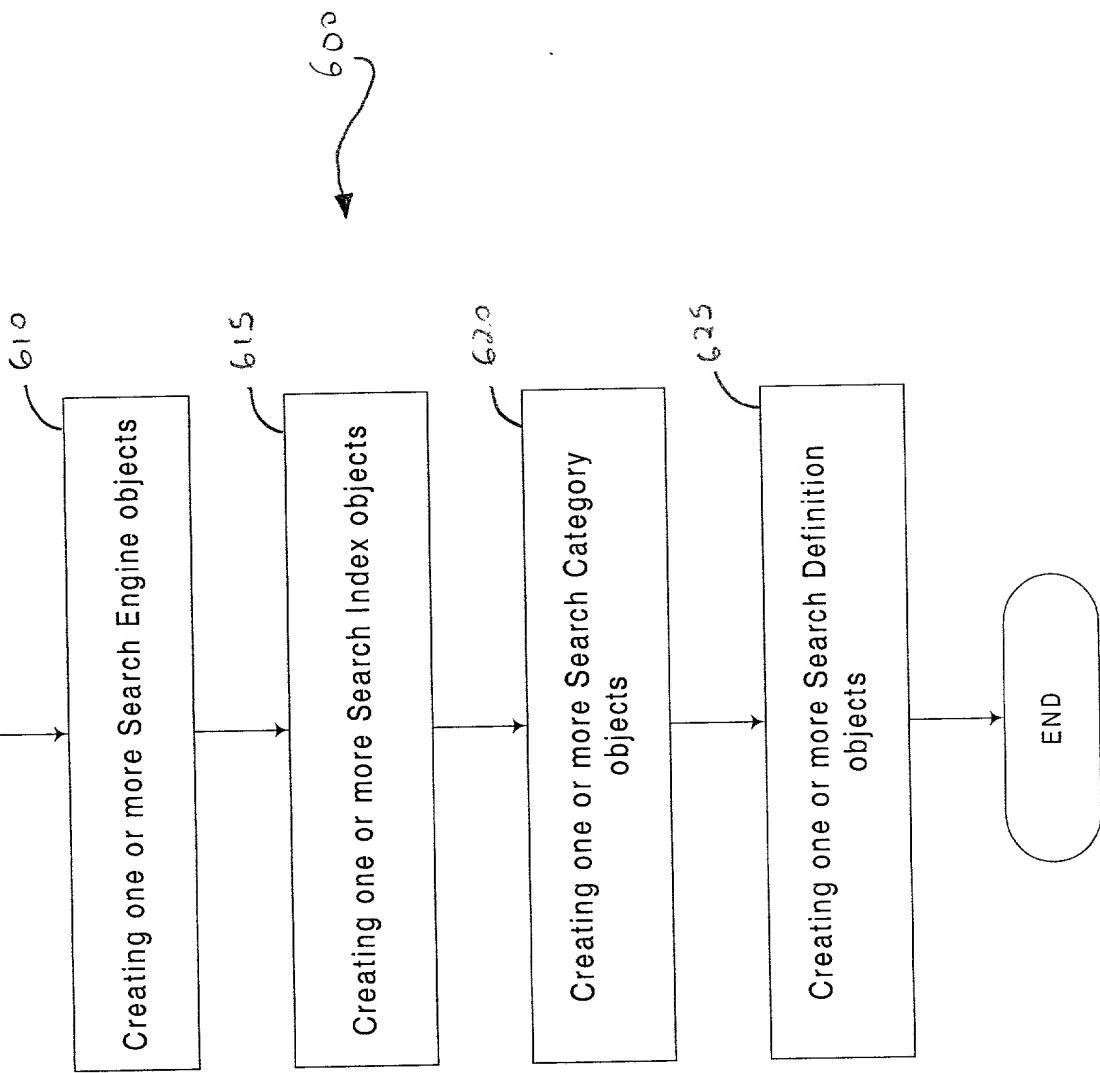


FIG. 6

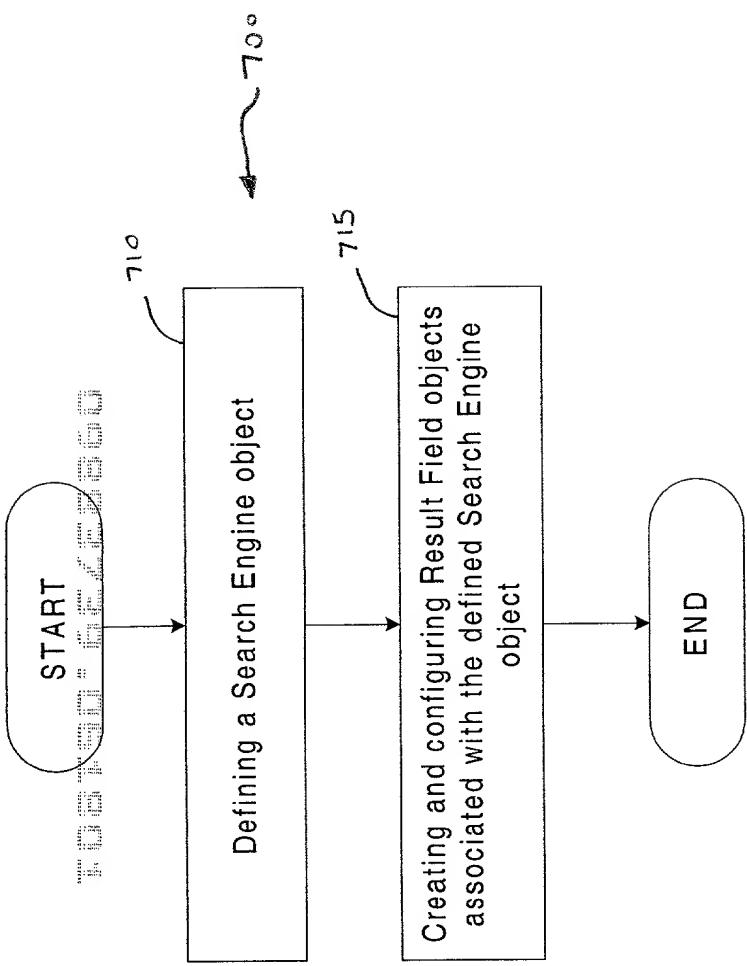


FIG. 7

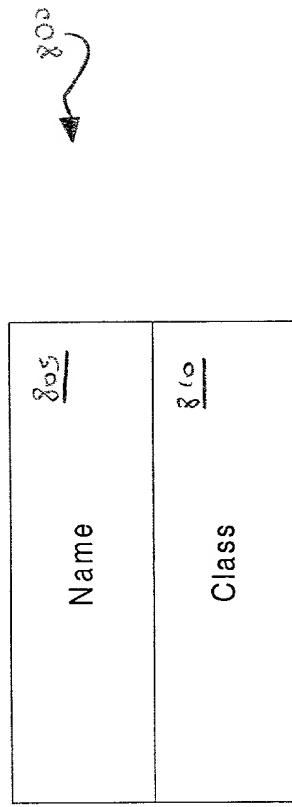


FIG. 8

Column Name	<u>q05</u>
Create Column Flag (Optional)	<u>q10</u>
Data Type (Optional)	<u>q15</u>
Index Mode (Optional)	<u>q20</u>
Name	<u>q25</u>
Text Length (Optional)	<u>q30</u>
Type	<u>q35</u>

900

FIG. 9

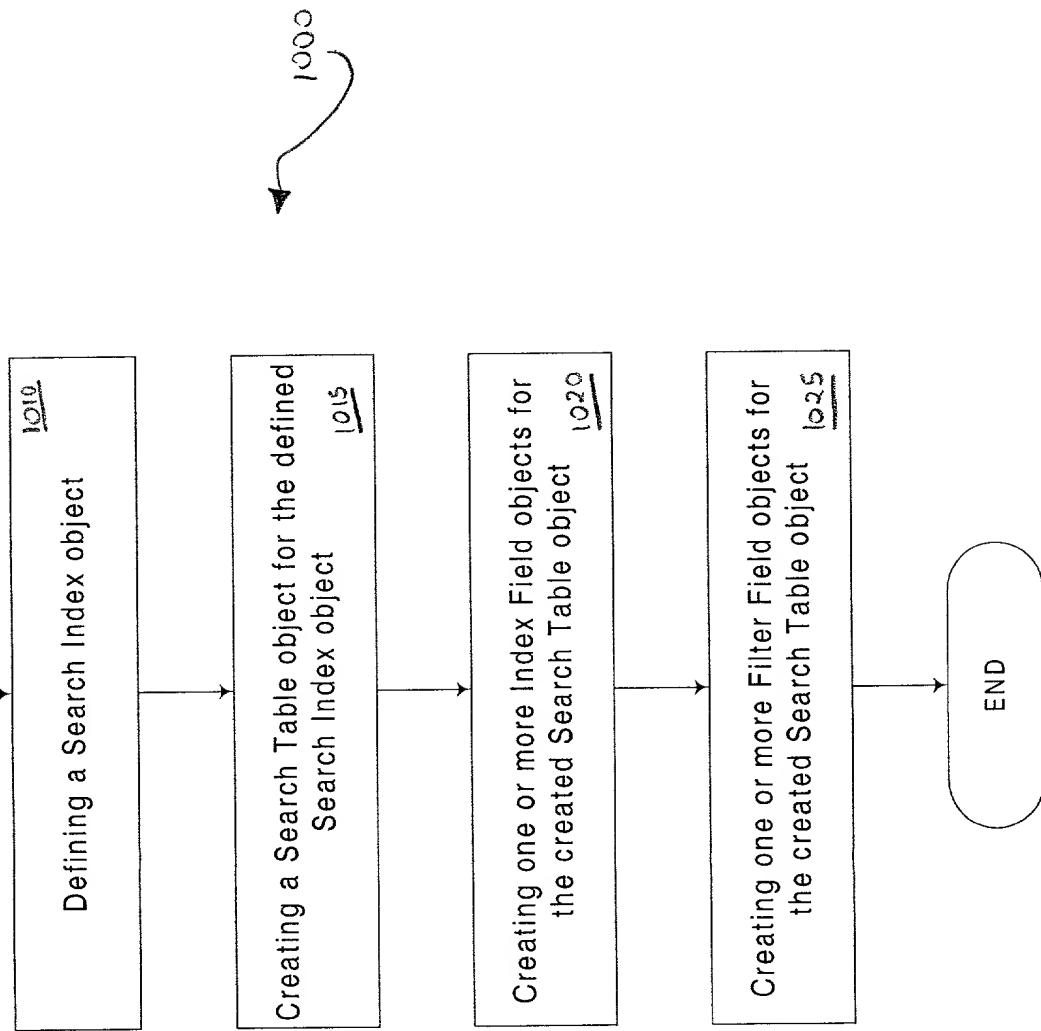


FIG. 10

1100 1105 1110 1115 1120 1125 1130 1135 1140 1145 1150 1155 1160 1165 1170 1175 1180 1185 1190 1195 1200 1205 1210 1215 1220 1225 1230 1235 1240 1245 1250 1255 1260 1265 1270 1275 1280 1285 1290 1295 1300 1305 1310 1315 1320 1325 1330 1335 1340 1345 1350 1355 1360 1365 1370 1375 1380 1385 1390 1395 1400 1405 1410 1415 1420 1425 1430 1435 1440 1445 1450 1455 1460 1465 1470 1475 1480 1485 1490 1495 1500 1505 1510 1515 1520 1525 1530 1535 1540 1545 1550 1555 1560 1565 1570 1575 1580 1585 1590 1595 1600 1605 1610 1615 1620 1625 1630 1635 1640 1645 1650 1655 1660 1665 1670 1675 1680 1685 1690 1695 1700 1705 1710 1715 1720 1725 1730 1735 1740 1745 1750 1755 1760 1765 1770 1775 1780 1785 1790 1795 1800 1805 1810 1815 1820 1825 1830 1835 1840 1845 1850 1855 1860 1865 1870 1875 1880 1885 1890 1895 1900 1905 1910 1915 1920 1925 1930 1935 1940 1945 1950 1955 1960 1965 1970 1975 1980 1985 1990 1995 2000

<u>1105</u>
Name
<u>1110</u>
Index Business Component
<u>1115</u>
Database Table Flag

FIG. 11

1100

<u>1205</u>
Table Name
<u>1210</u>
Engine

1200

FIG. 12

1300 1310 1320 1325

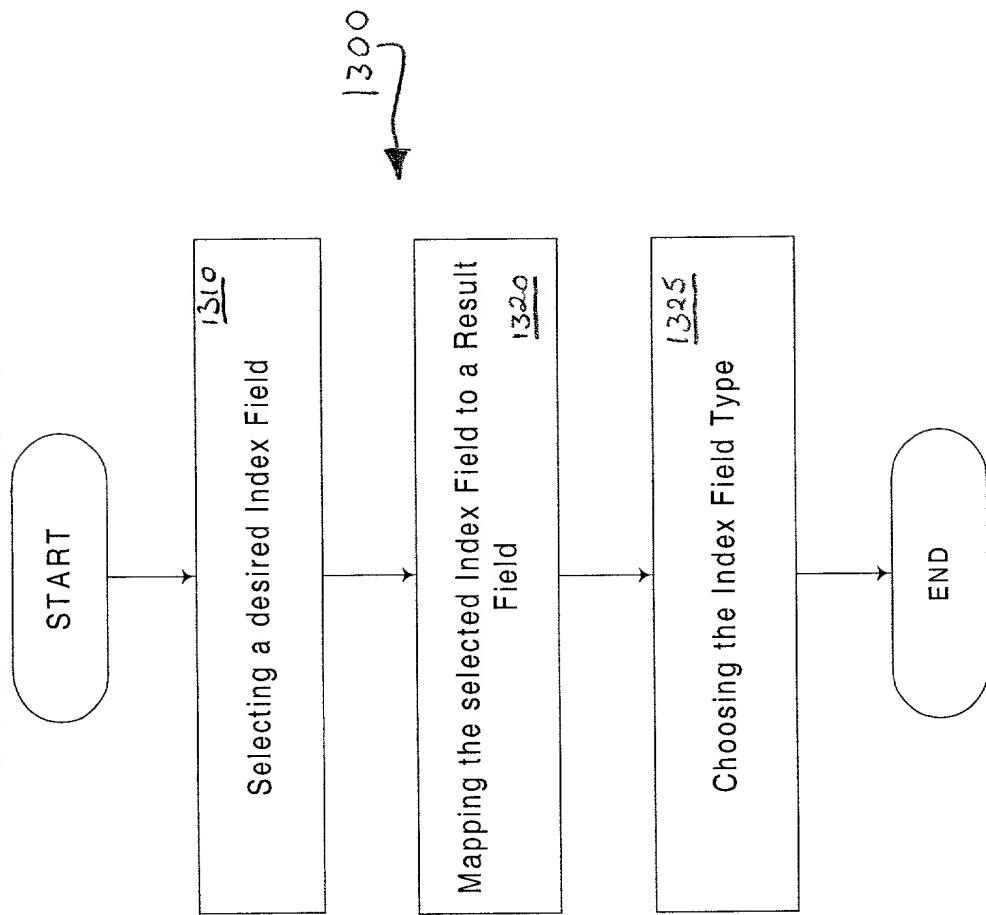


FIG. 13

<u>1410</u> Business Component Field
<u>1415</u> Result Field (Optional)
<u>1420</u> Index Field Type (Optional)
<u>1425</u> Sequence

1400

FIG. 14A

<u>1455</u>	Name
<u>1460</u>	Column Name
<u>1465</u>	Data Type (Optional)
<u>1470</u>	Index Mode (Optional)
<u>1475</u>	Sequence
<u>1480</u>	Text Length (Optional)

1450

FIG. 14B

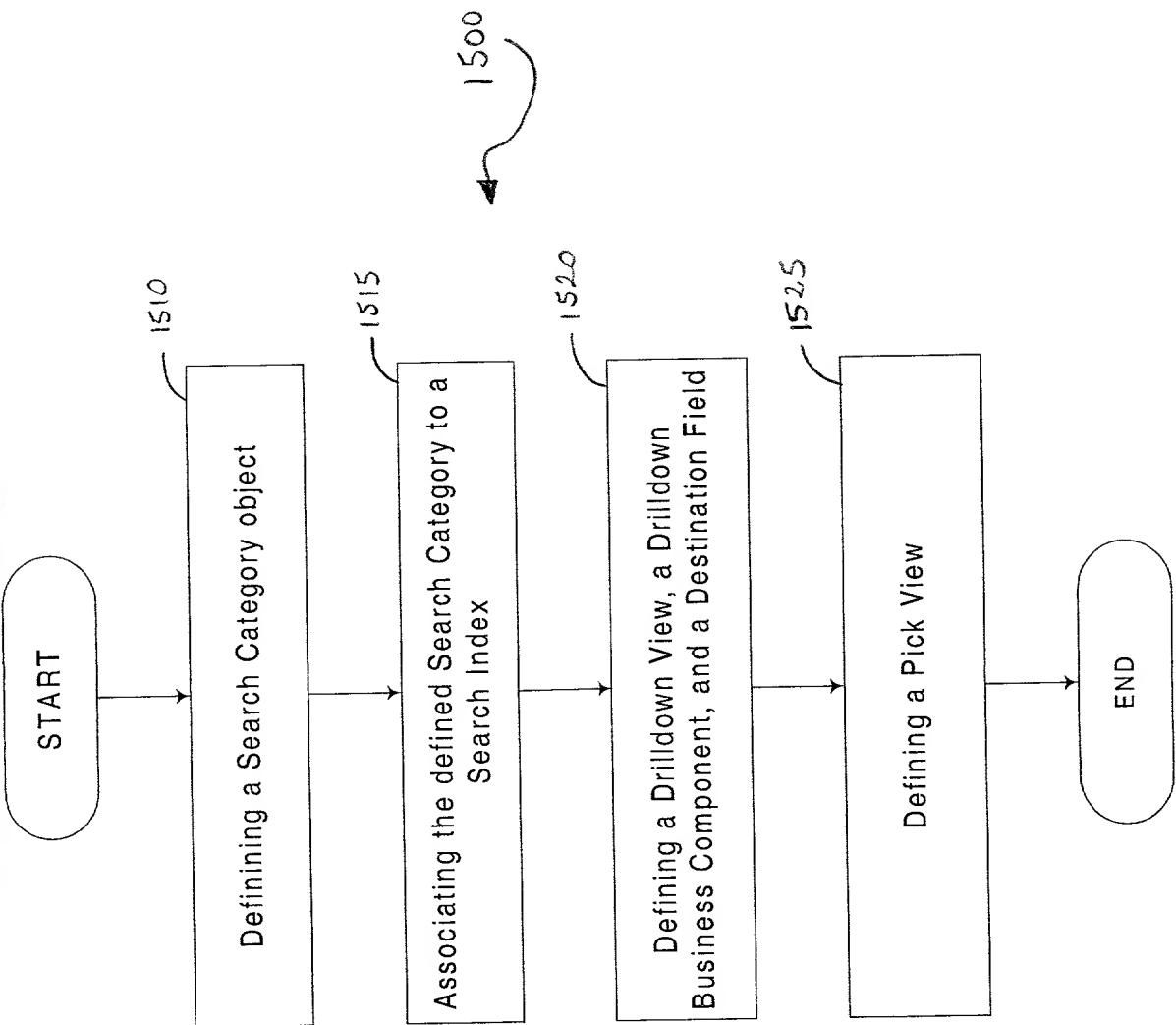


FIG. 15

Name	<u>1605</u>
Search Index	<u>1610</u>
Drilldown Business Component (Optional)	<u>1615</u>
Drilldown View (Optional)	<u>1620</u>
Result Identifier (Optional)	<u>1625</u>

1600

FIG. 16

FIG. 17

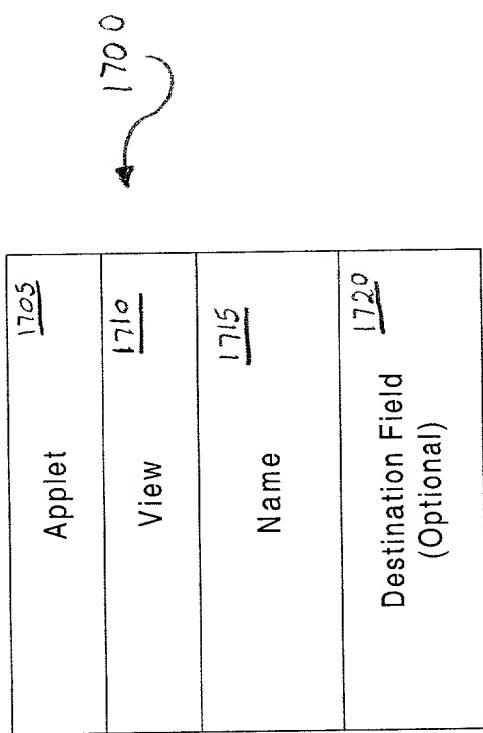




FIG. 18

Name	<u>ମୁଦ୍ରଣ</u>
Display Name	<u>ମୁଦ୍ରଣ</u>
Filter Search Specification (Optional)	<u>ମୁଦ୍ରଣ</u>
Use Filtered Search (Optional)	<u>ମୁଦ୍ରଣ</u>
Sequence (Optional)	<u>ମୁଦ୍ରଣ</u>

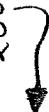
1900

FIG. 19

FIG. 20

<u>2005</u>	Display Name Name
<u>2010</u>	Display Format (Optional)
<u>2015</u>	Name
<u>2020</u>	Scaling Factor (Optional)
<u>2025</u>	Sequence
<u>2030</u>	Text Alignment (Optional)
<u>2035</u>	Use in Search (Optional)
<u>2040</u>	Visible (Optional)
<u>2045</u>	Width (Optional)

2000



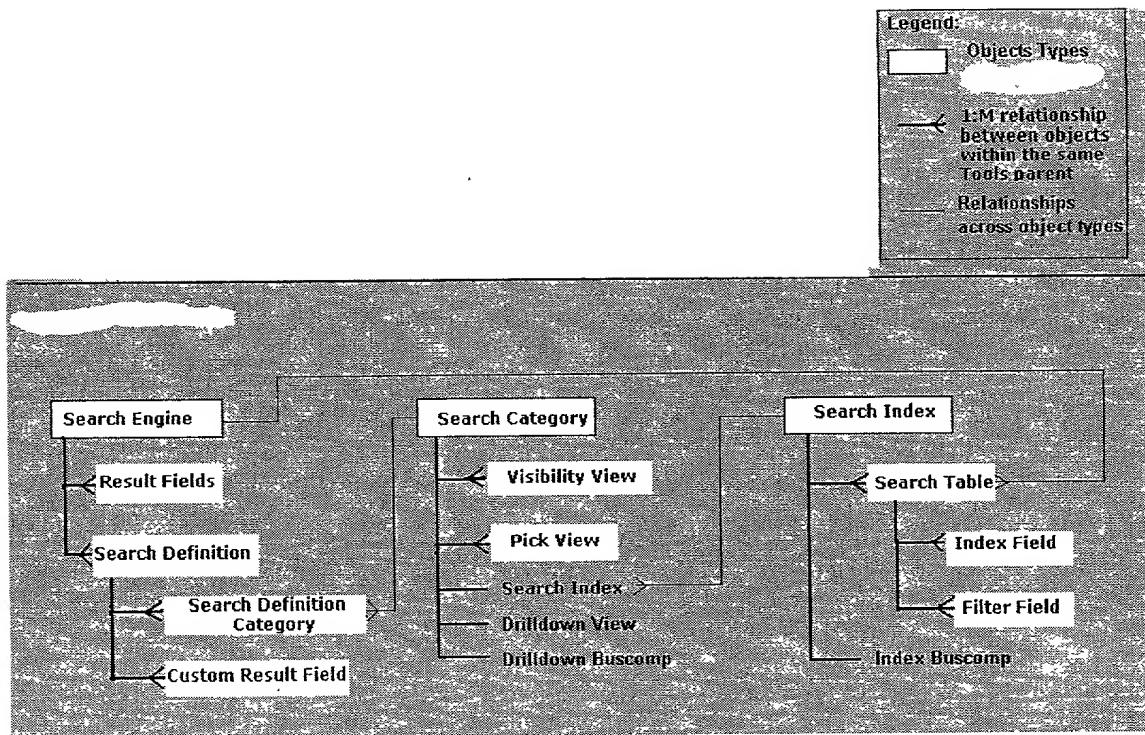


FIG. 21

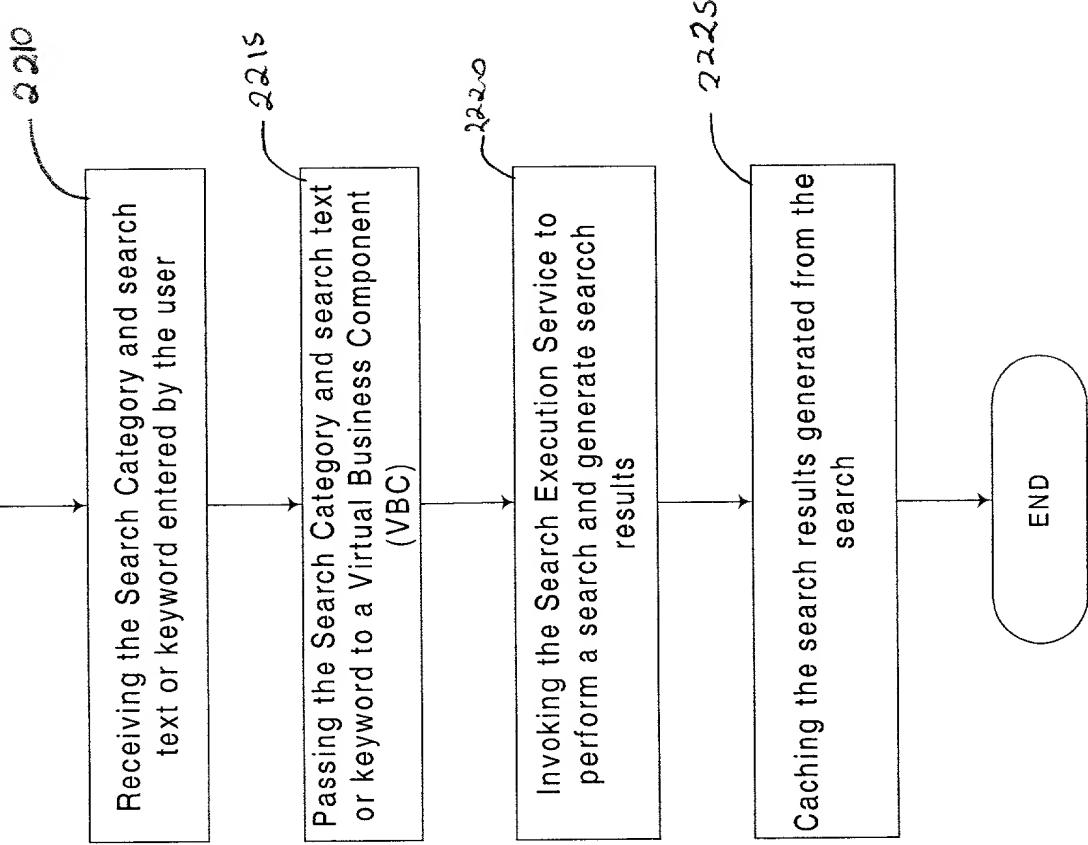


FIG. 22

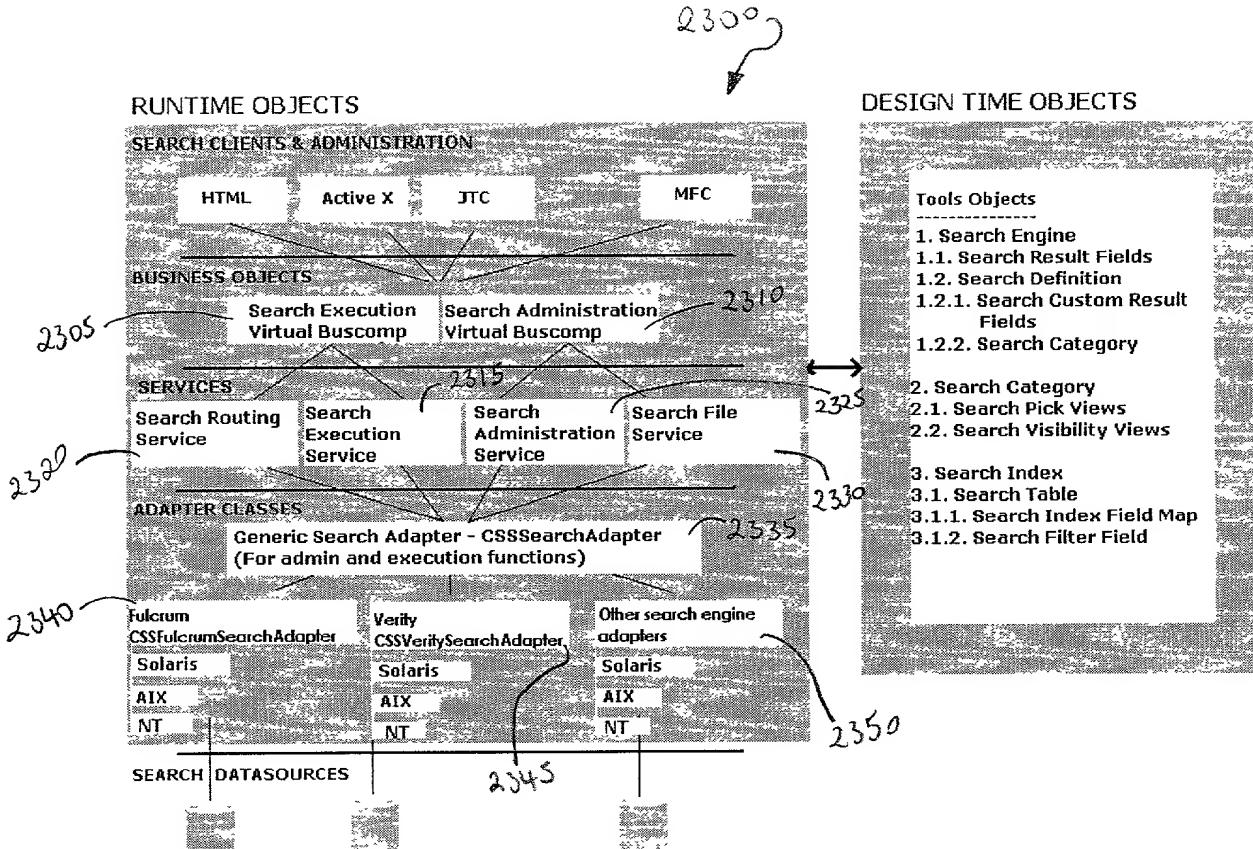


FIG. 23

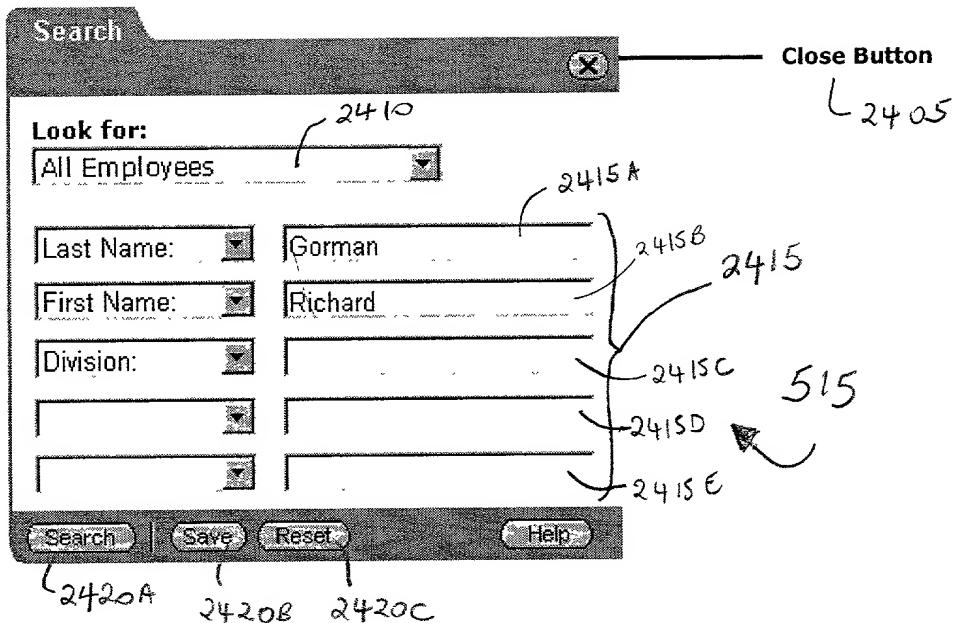


FIG. 24

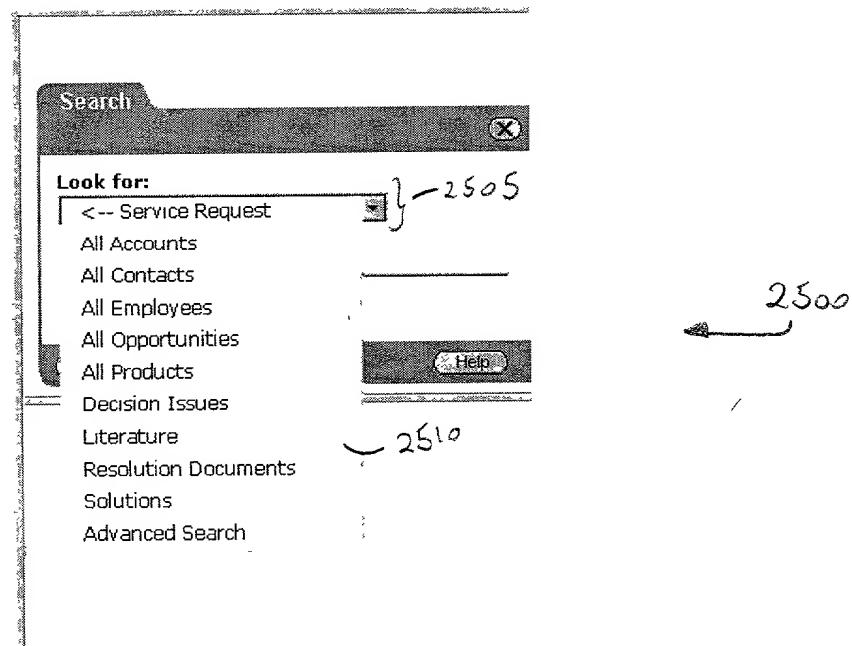


FIG. 25

2625

2405

2615

2610

2620

2600

The image shows a screenshot of the Siebel Service 7.0 application interface. The main window is titled 'Service Request' and displays fields for SR #, Reference, Account, Site, Last Name, First Name, Primary Phone #, Email, Date Opened, Commit Time, and Source. Below this is a 'Summary' table with three rows: 'Hard Drive Failure' (ID 24-2348, description '24-2348, Hard Drive Failure'), 'Server Service Process' (ID 2-1CU, description '2-1CU, Server Service Process'), and 'Tech Support Call' (ID 24-234A, description '24-234A, Tech Support Call'). The 'Activities' section shows a table with columns Type, Priority, Status, and Description, containing entries for 'Diagnosis' and 'Assessment'. The status bar at the bottom provides service level information (Service Level 95), a call center workflow message, average speed of answer (0:23), and call queue details (Calls in Queue 23, Item 1 of 2).

Search

Look for: All Employees

Last Name: Gorman

First Name: Richard

Division:

Search Save Reset Help

Results

Lastname: Gorman

Firstname: Richard

Division: Gorman

Division: Gorman

FIG. 26

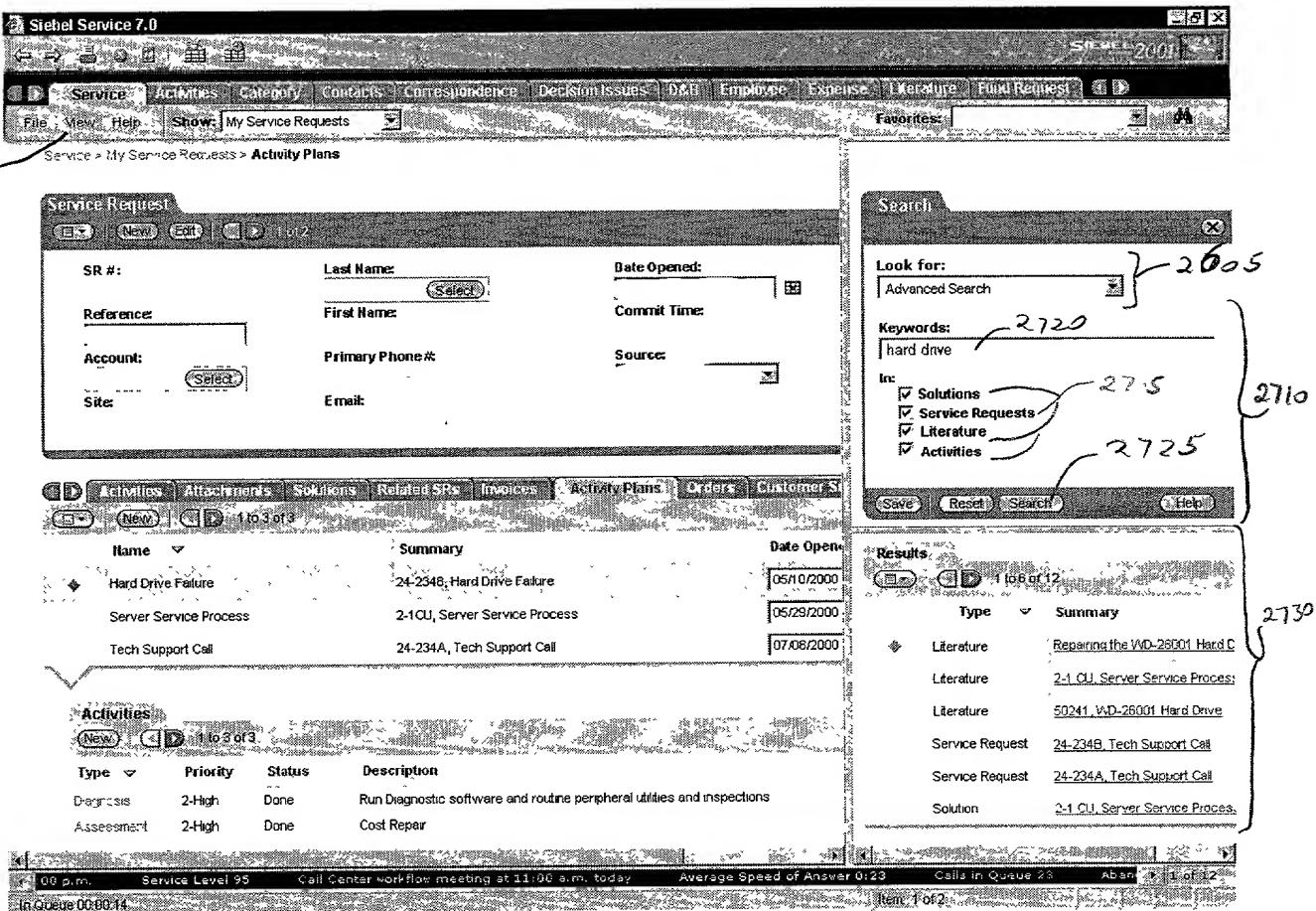


FIG. 27

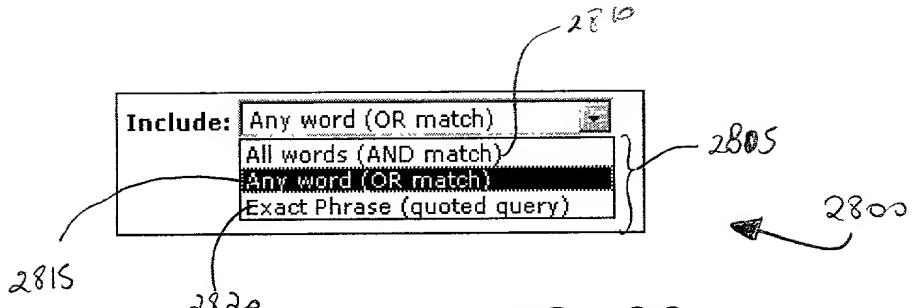


FIG. 28

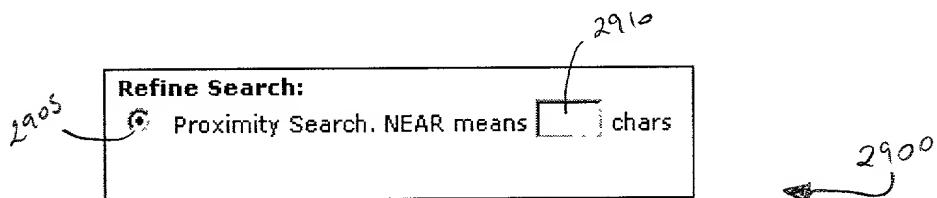


FIG. 29

3005

3010

3000

Name	Description	Language	Delete
Default Setting		ENU	<input type="button" value="Delete"/>

Name	Index Buscomp	Table Name	Exists	External Location	Index Status	Save
Auction Item	Auction Item Detail	FUL_AUCT	✓		205 Records Indexed 0 Records Not Indexed	<input type="button" value="Save"/>
Catalog Category	Catalog Category	FUL_CAT	✓		45 Records Indexed 0 Records Not Indexed	<input type="button" value="Save"/>
Decision Issue	Decision Issue	FUL_DEC	✓		15 Records Indexed 1 Records Not Indexed	<input type="button" value="Save"/>
Document		FUL_EXDOC	✓	\SMQALIN1421\Medsearch_docs	5 Records Indexed 4 Records Not Indexed	<input type="button" value="Save"/>
Literature	Sales Tool	FUL_LIT	✓		173 Records Indexed 0 Records Not Indexed	<input type="button" value="Save"/>
Product	Internal Product	FUL_PROD	✓		8 Records Indexed 8 Records Not Indexed	<input type="button" value="Save"/>
Resolution Documents	SR Resolution Item	FUL_RESDOC	✓			<input type="button" value="Save"/>

FIG. 30

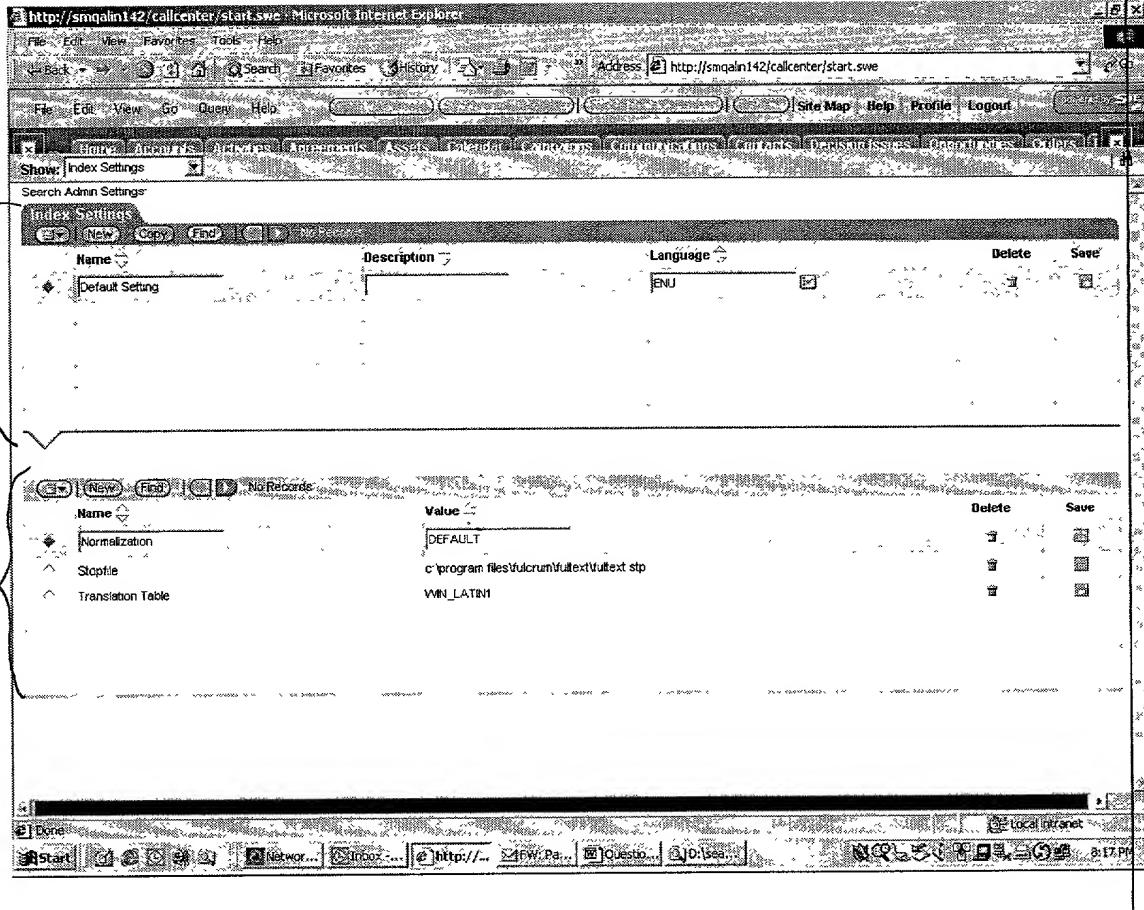


FIG. 31

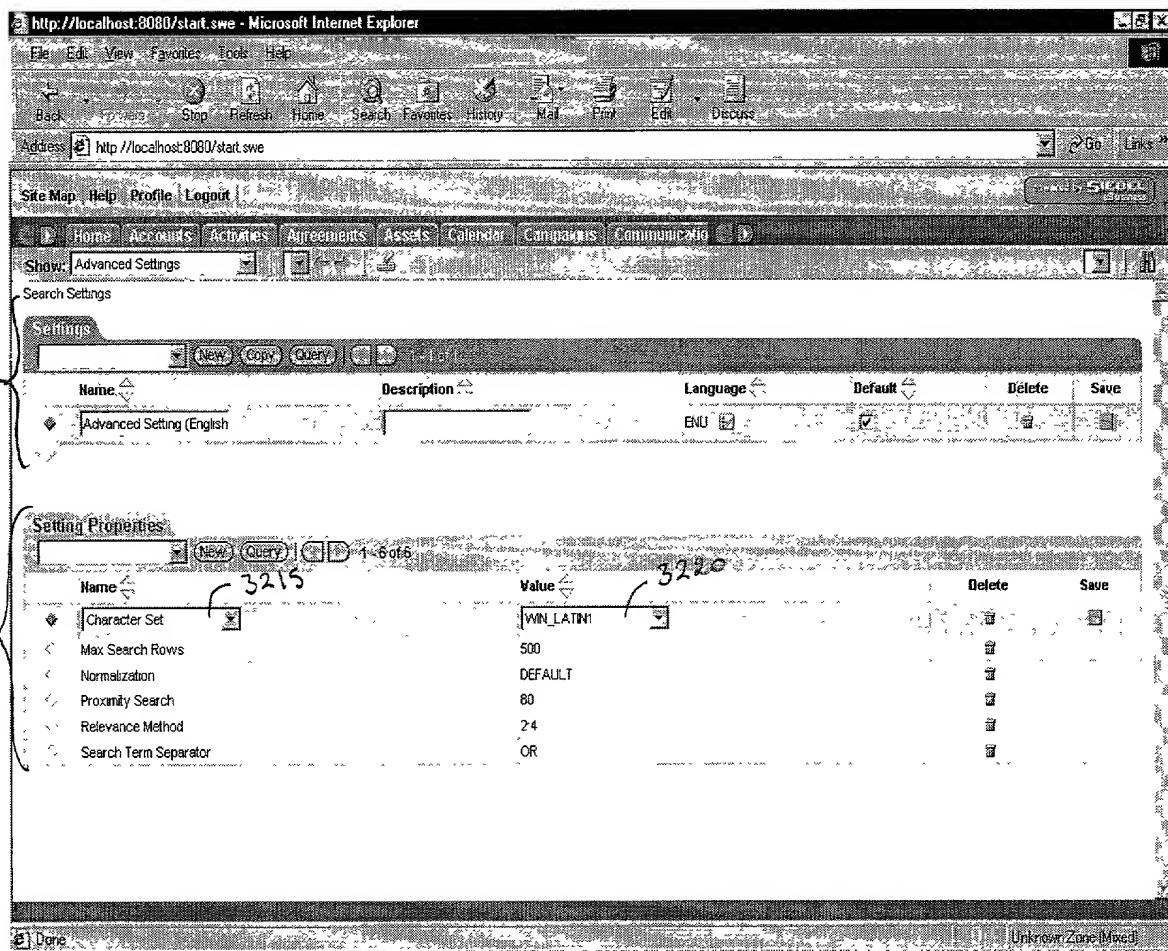


FIG. 32

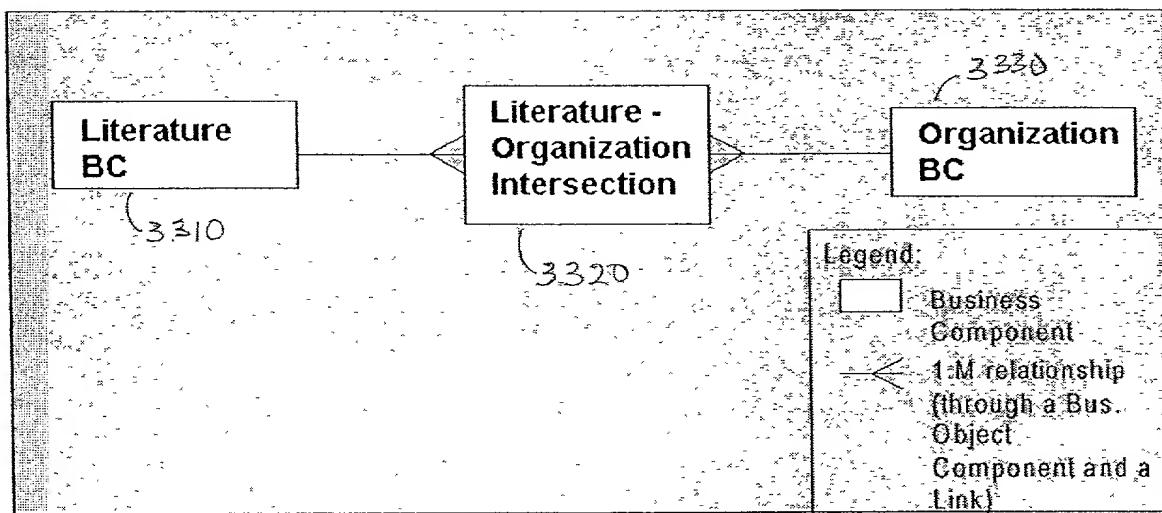
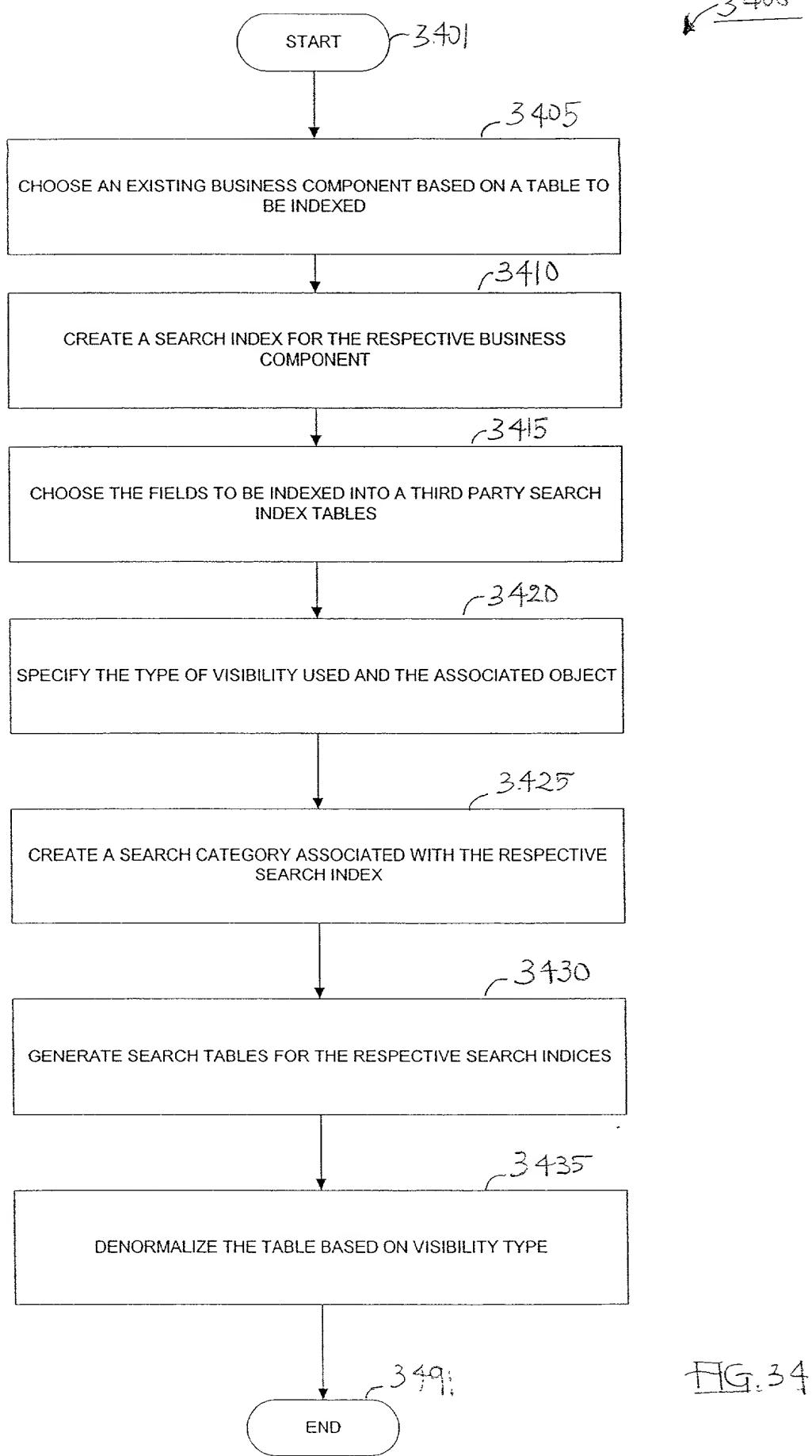


FIG 33

3.00 3.05 3.10 3.15 3.20 3.25 3.30 3.35 3.40 3.45 3.50



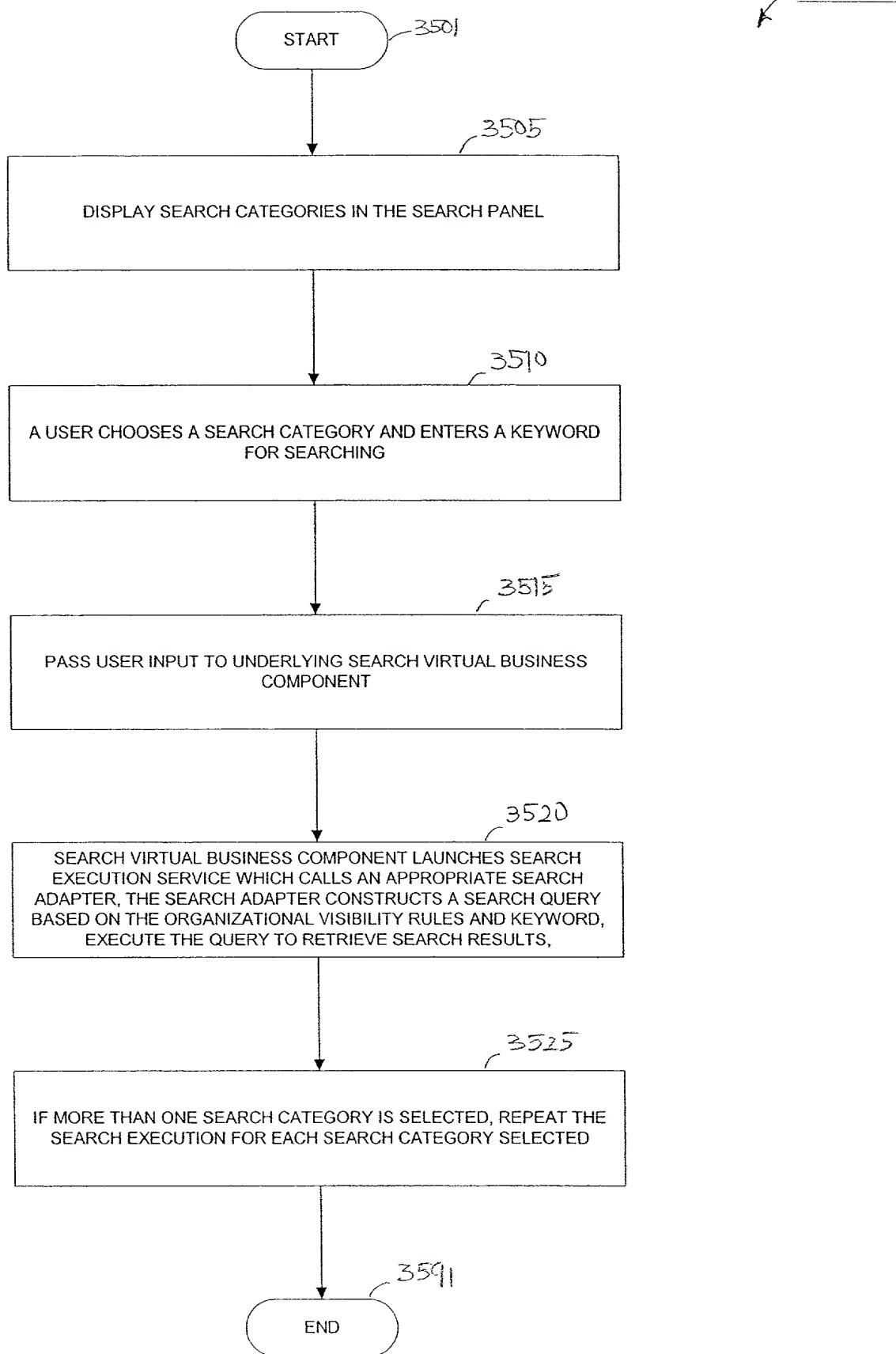


FIG 35

3600

The middle of the diagram is Access Control. We want to provide a control structure that limits the access of the right side to the left side.

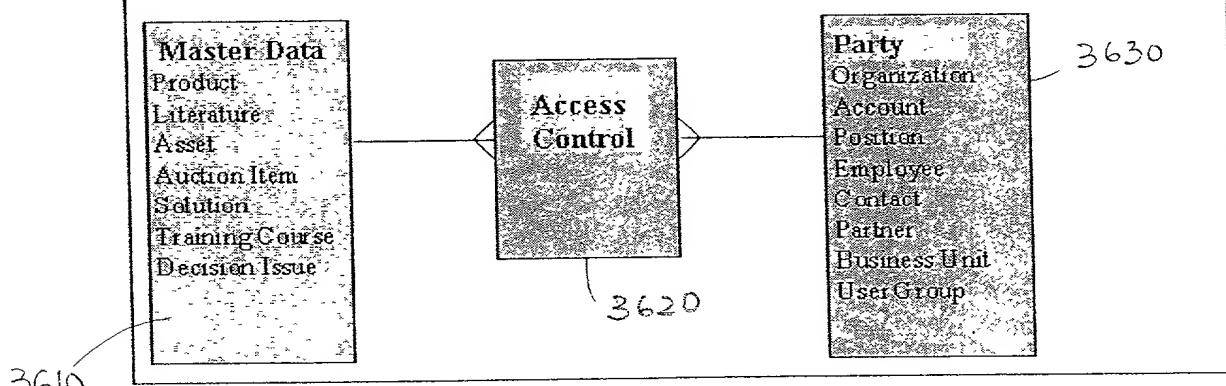


FIG. 36

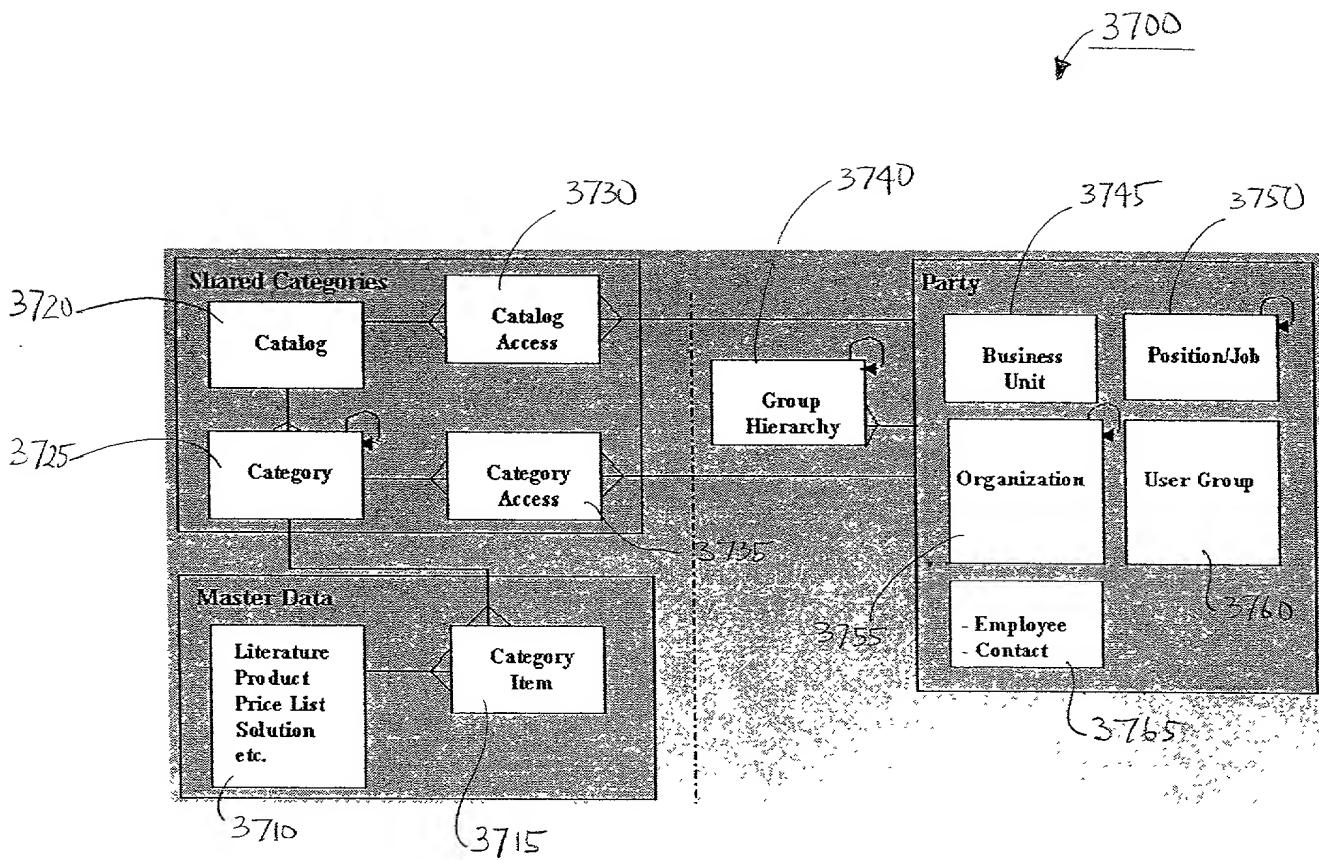


FIG. 37

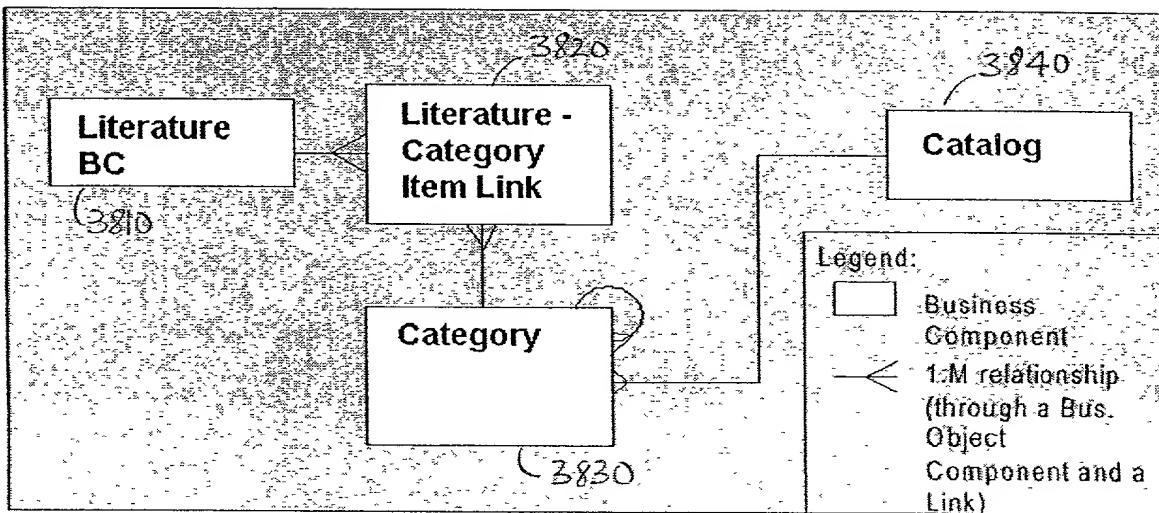
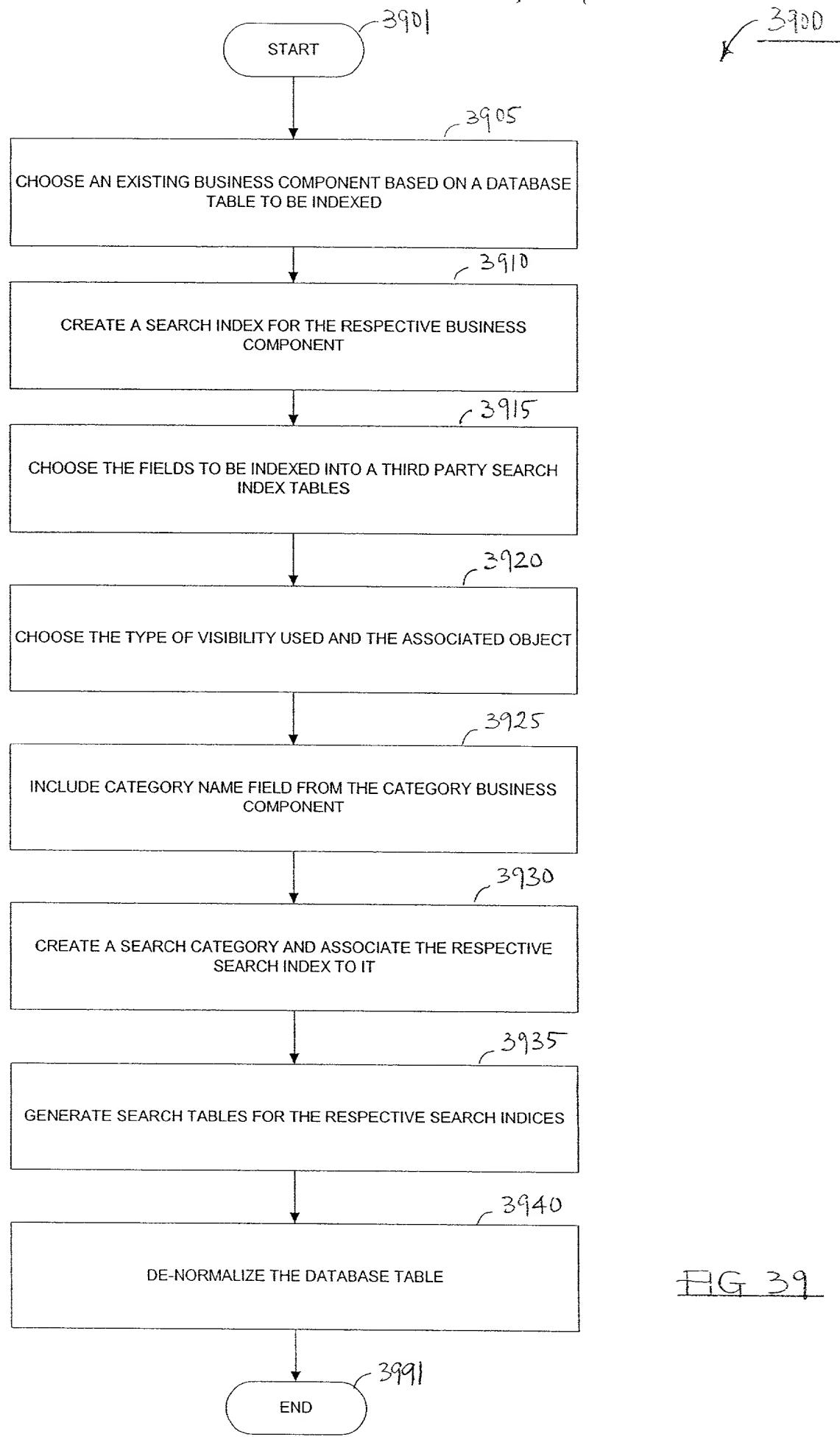
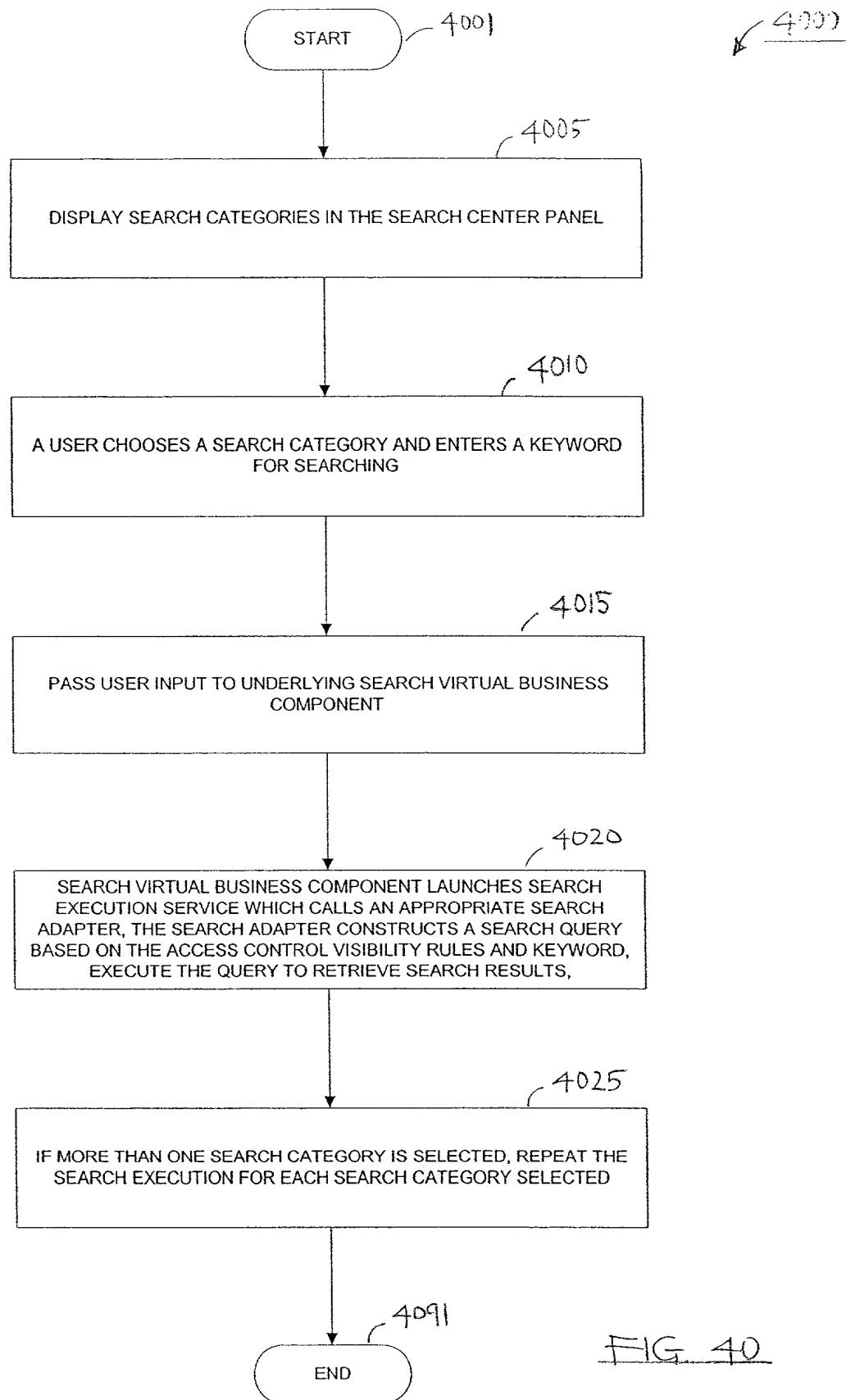


FIG. 38





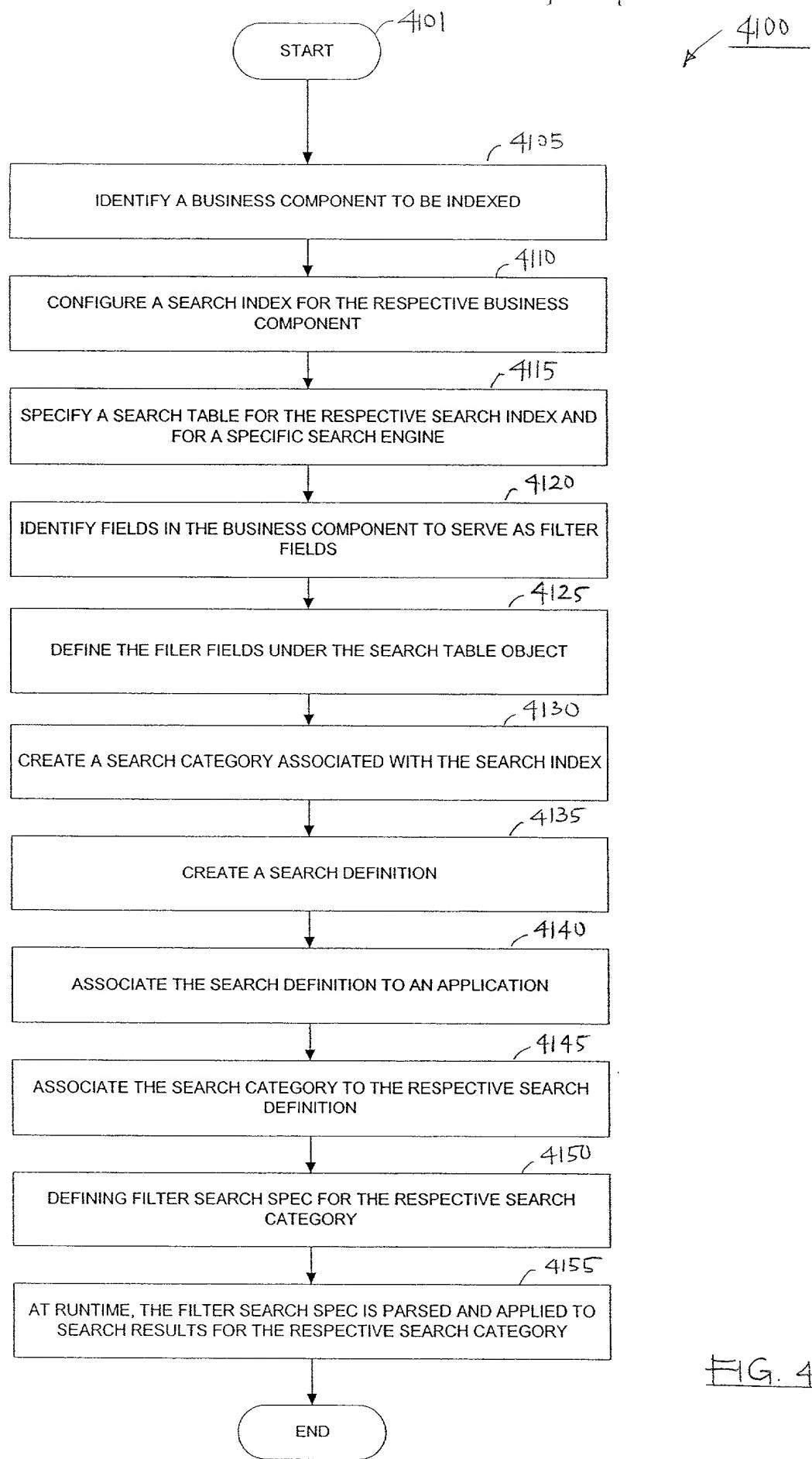


FIG. 41

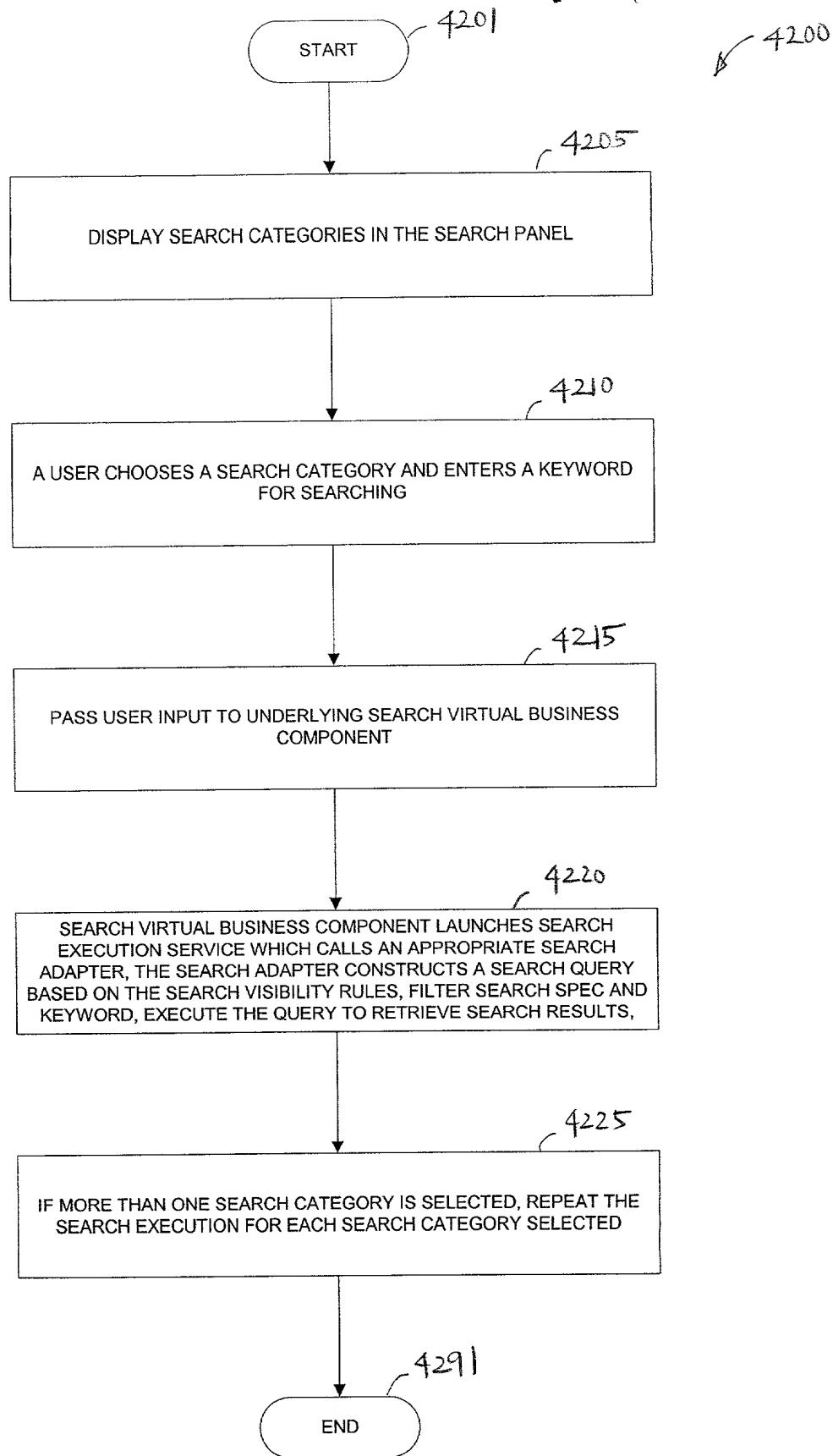
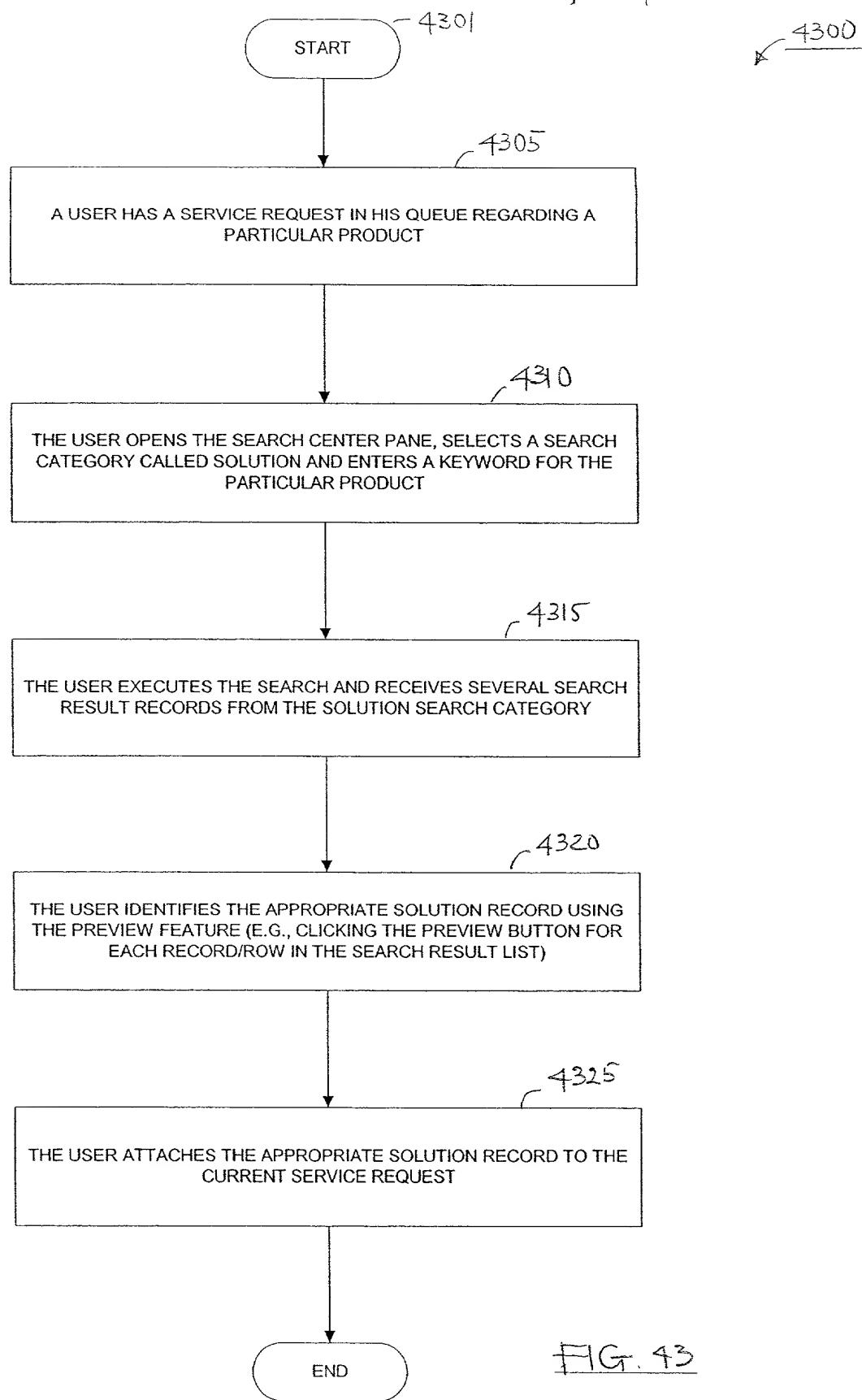
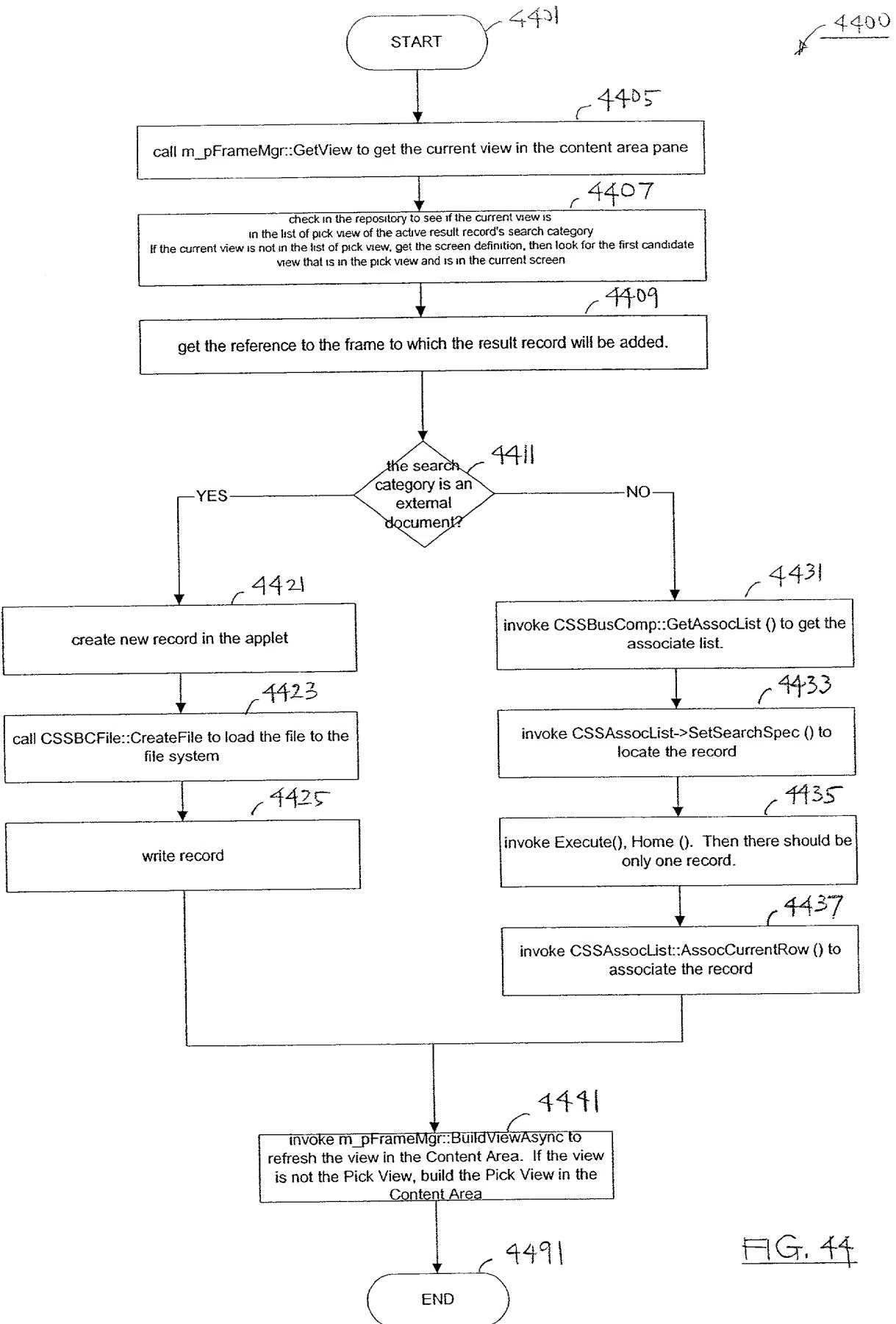


FIG. 42





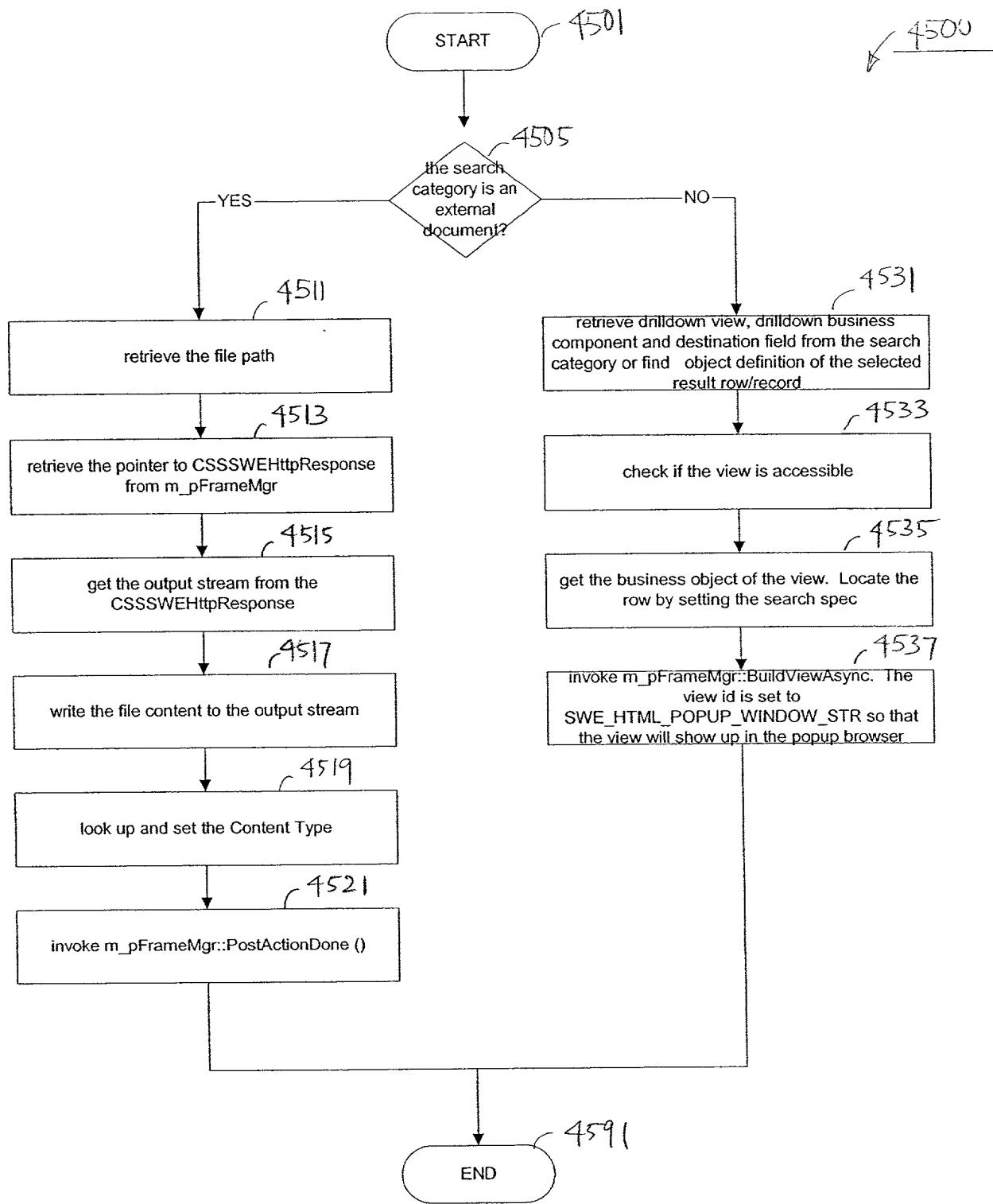


FIG. 45

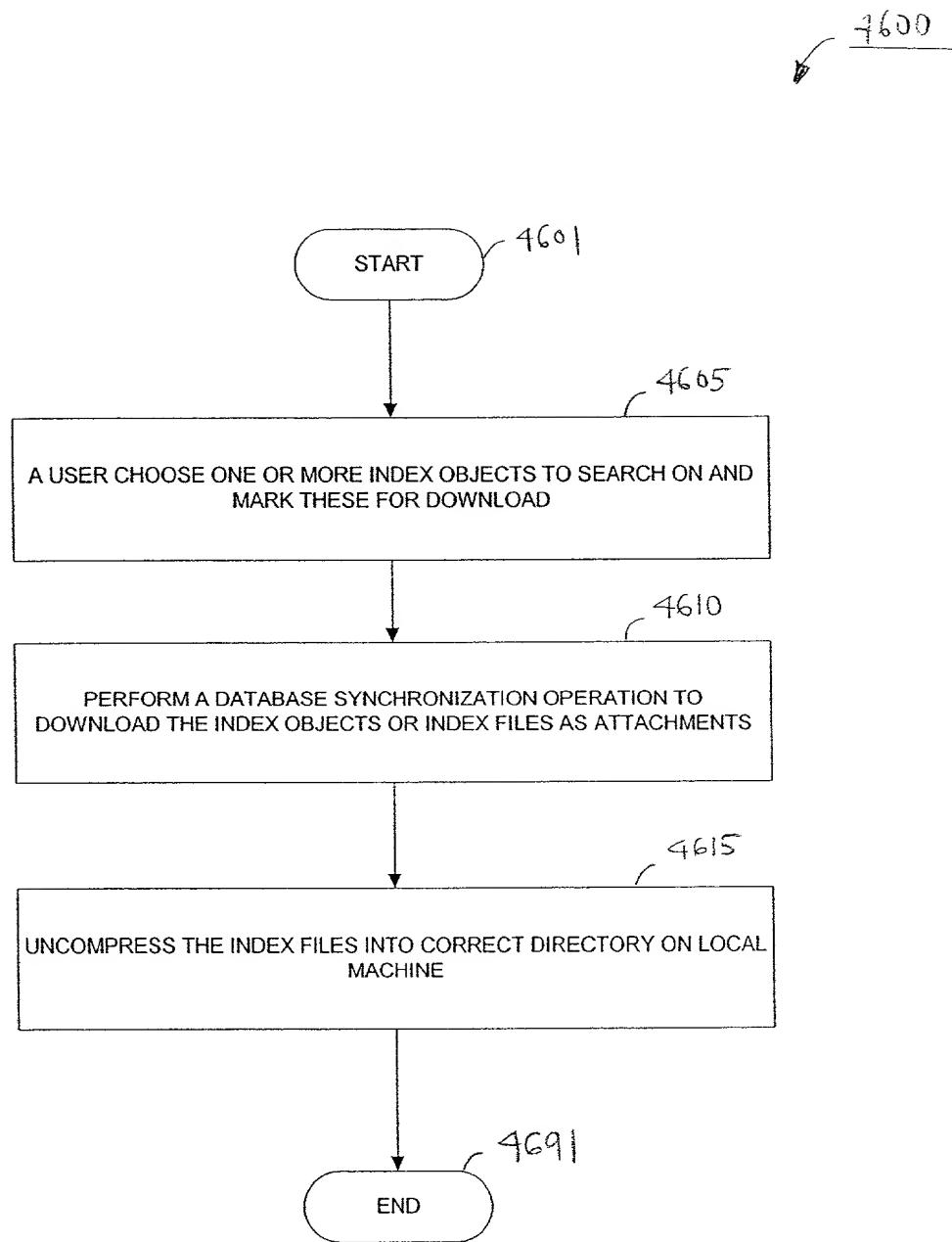


FIG. 46

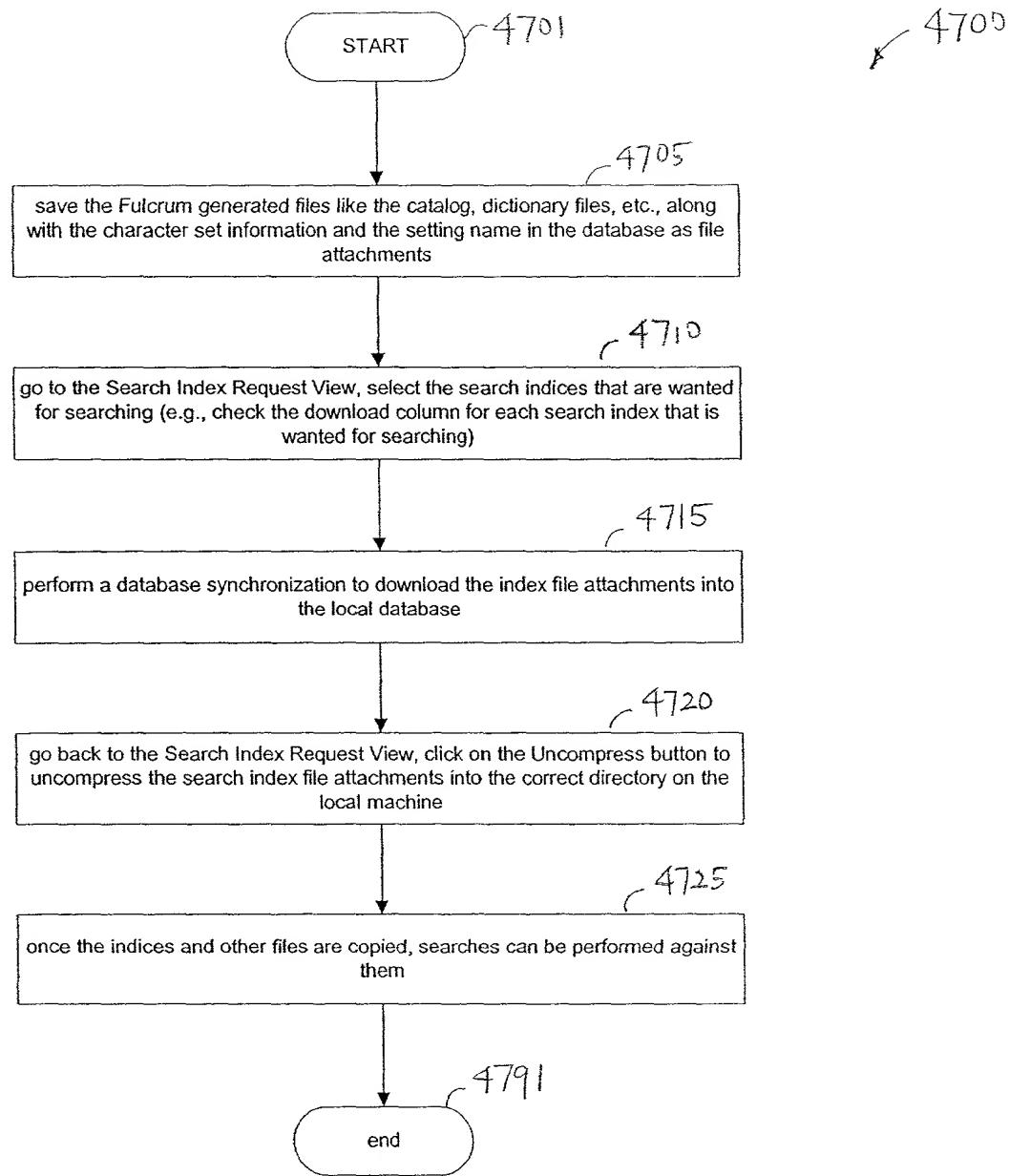
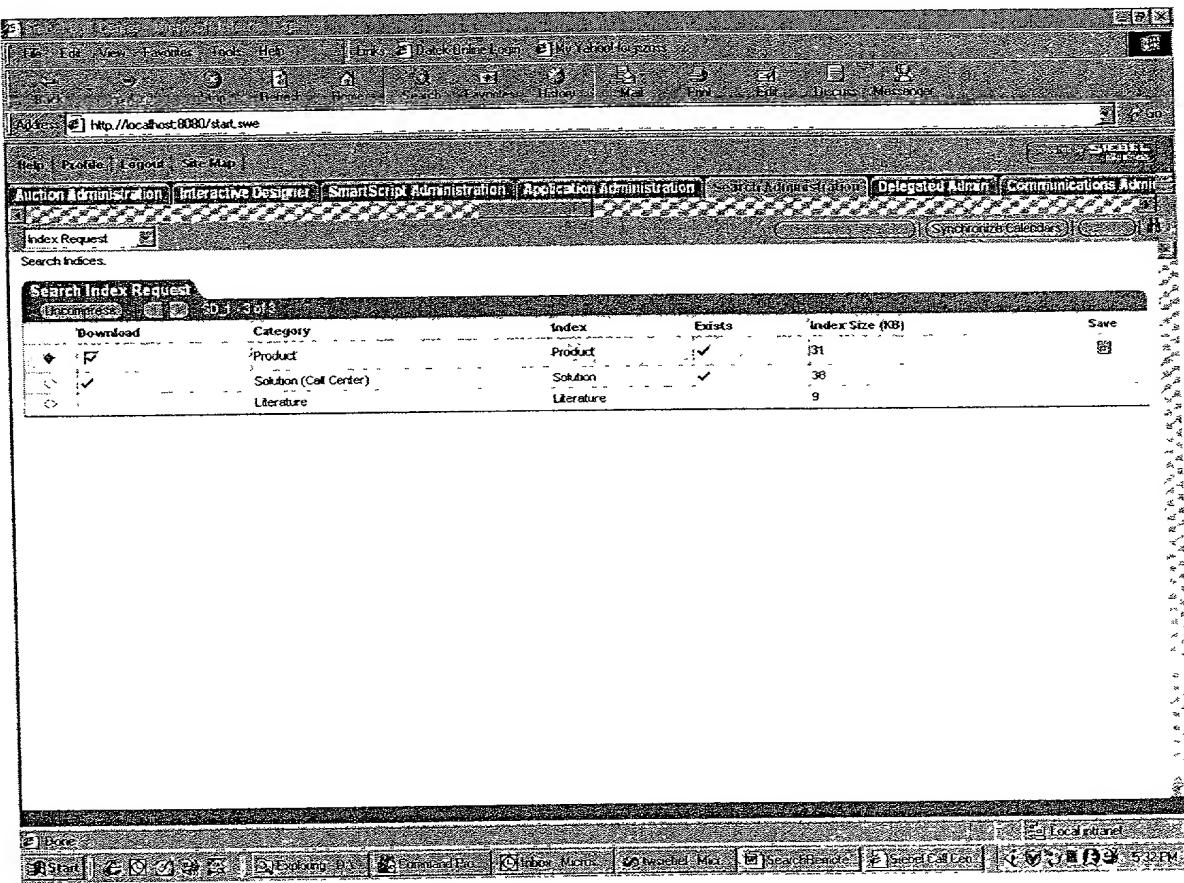


FIG. 47

4800



G 48

